

DLAR 4155.24  
AR 702-7  
SECNAVINST 4855.5A  
AFR 74-6  
AQCO

20 Jul 93

DLA REGULATION  
NO. 4155.24

#### PRODUCT QUALITY DEFICIENCY REPORT PROGRAM

(DLA supplementation is prohibited.)

(Army supplementation is prohibited. The Army will complement this Joint Service Regulation with a separate Army Regulation for reporting quality deficiencies within the Army.)

(Navy supplementation requires approval of the Office of the Assistant Secretary of the Navy (Research Development and Acquisition) Product Integrity.)

(Air Force supplementation is prohibited. This regulation applies only to reports sent across Component lines by Air Force Maintenance Engineering managers. Technical Order 00-35D-54, USAF Materiel Deficiency Reporting and Investigating System, applies to all internal Air Force deficiency reporting.)

(The Marine Corps Logistics Base (Code 808), Albany, GA, will complement this Joint Services Regulation with a separate Marine Corps Order for reporting product quality deficiencies within the Marine Corps.)

#### I. PURPOSE AND SCOPE

A. To implement DoD policy for the reporting of product quality deficiency data as required by DoD Instruction 5000.2, Defense Acquisition Management Policies and Procedures. This regulation establishes a system for feedback of product quality deficiency data in order to:

1. Provide for the initial reporting, cause correction, and status accounting of individual product quality deficiencies, as well as to identify problems, trends, and recurring deficiencies.

2. Enable Components to exchange deficiency report data.

B. This regulation is applicable to, and has been coordinated with, DLA, Army, Navy, Air Force, Marine Corps, and General Services Administration (GSA), hereafter referred to as the Components. All other DoD users of Component-provided supplies or contract administration services (e.g., National Security Agency, Defense Mapping Agency, Defense Communications Agency, U.S. Coast Guard) are encouraged to comply with this regulation for reporting of any product quality deficiencies.

C. This regulation is mandatory for use when reporting product quality deficiency conditions across Component lines. It is encouraged for use within the Services. It applies to product quality deficiencies detected on new or newly reworked Government-owned products whether the product is inspected and accepted at source, inspected at source and accepted at destination, or inspected and accepted at destination. It also applies to the special case of product inspected at source, shipped to destination for acceptance, and determined at destination to be unusable/unserviceable.

D. The reporting of the following types of deficiencies is excluded from the provisions of this regulation:



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1. Deficiencies involving products authorized for local base or station purchase which are reportable under local procedures. This exclusion does not apply to local purchases where the original source was GSA.

2. Foreign military sales items under the Security Assistance (SA) Program after conveyance of title. Quality deficiency data under the SA Program are properly reported on the Standard Form (SF) 364, Report of Discrepancy. See DLAR 4140.60/AR 12-12/SECNAVINST 4355.17A/AFR 67-7, Processing Discrepancy Reports Against Foreign Military Sales Shipments.

3. Medical materiel which is reported on SF 380, Reporting and Processing Medical Materiel Complaints/Quality Improvement Report. See DLAR 4155.28, Reporting and Processing Medical Materiel Complaints, and MM 67-1 USAF Supply System.

4. Subsistence materiel which is reported:

a. On DD Form 1608, Unsatisfactory Material Report (Subsistence) in accordance with DLAR 4155.3/AR 30-12/NAVSUPINST 4355.2D/AFR 74-5/MCO 10110.21F, Inspection of Subsistence Supplies and Services.

b. DLAR 4155.26/AR 40-660/NAVSUPINST 10110.8C/AFR 161-42/MCO 10110.38C DoD Hazardous Food and Nonprescription Drug Recall System.

5. Any unsatisfactory materiel condition which is attributable to improper handling or deterioration during storage. Report in accordance with individual Component procedures.

6. Preservation, packaging, packing, and related marking deficiencies which are reported on SF 364, Report of Discrepancy. Shipping-type (item) discrepancies, e.g., overages, shortages, expired shelf life, incorrect items, which are reportable on SF 364. See DLAR 4140.55/AR 735-11-2/SECNAVINST 4355.18/AFR 400-54, Reporting of Item and Packaging Discrepancies.

7. Transportation-type discrepancies, e.g., shortages, losses or damages in-transit, which are reported on SF 361, Transportation Discrepancy Report. See Army Regulation 55-38/NAVSUPINST 4610.36E/AFR 75-18/MCO P4610.19/DLAR 4500.15, Reporting of Transportation Discrepancies in Shipments.

8. Materiel that fails because user-performed maintenance was inadequate; was operated improperly; or materiel that fails due to normal wear and tear.

9. Malfunctions involving ammunition and explosives which shall be reported in accordance with individual Component procedures. See AR 75-1, Malfunctions Involving Ammunition and Explosives.

## II. POLICY

A. There shall be a cross-Component system that will feed back quality data to activities responsible for design, development, purchasing, production, supply, maintenance, contract administration, and other functions so that action can be initiated to correct and prevent product quality deficiencies.

B. Quality deficiency data will be reported across Component lines in a timely manner to ensure prompt determination of cause, corrective action, and prevention of recurring deficiencies are initiated.

C. Components will assure, as applicable, that contract clauses or quality assurance provisions are incorporated into contracts that provide for contractor and subcontractor participation in the deficiency reporting and investigation program.

D. Components will assure that all product quality deficiencies subject

to the provisions of this regulation are reported. This includes deficiencies which may occur in major weapon systems, Government-owned products used during development/test, items supplied as Government-furnished property (GFP), or deficiencies in any other items not specifically excluded by paragraph ID, above.

E. Exceptions to the use of this reporting system must be submitted through the respective Component headquarters. Agreement from all affected Components is necessary before approval is granted for any requested exception.

F. Submission of Product Quality Deficiency Reports (PQDRs) may also require reporting of quality deficient stock(s) under materiel returns or warranty programs for credit to be given. Submitters should check their applicable Service/Agency regulations and enclosure 2, paragraph III, for guidance.

III. DEFINITIONS. See enclosure 1.

IV. SIGNIFICANT UPDATES. Extensive changes have been made to this regulation and it should be reviewed in its entirety. Uniform reporting, investigation, processing, and management information systems have been established. Requirements for functional organizations to support the deficiency reporting process have been introduced. Many other system improvements have been incorporated.

#### V. RESPONSIBILITIES

A. HQ DLA will act as the DoD focal point on matters pertaining to this regulation. Recommended changes to this regulation will be forwarded to the Directorate of Quality Assurance, HQ DLA (DLA-Q).

B. The Components will:

1. Provide guidance and technical assistance to their field activities on matters pertinent to this regulation.

2. Establish surveys and training programs to assure compliance with this regulation and Service implementing regulations.

3. Have a product quality deficiency reporting system in compliance with enclosure 2 which includes the following elements:

- a. A process for the originating point to document and report product quality deficiencies.

- b. A capability to screen PQDRs thoroughly prior to forwarding to another Component.

- c. A process which provides for action points to conduct separate investigations and be responsible for obtaining investigations as to cause and associated corrective action for both contractor or Government attributable product deficiencies.

- d. Use of the SF 368, Product Quality Deficiency Report (form, message, electronic facsimile, or E-Mail format) for reporting product quality deficiencies to another Component, including guidance for obtaining data necessary to complete the form.

- e. Use of DLA Form 1227, Product Quality Deficiency Investigation Report (form, message, electronic facsimile or E-Mail format) for transmitting PQDR investigation results from manufacturing, maintenance, or overhaul facilities. Use of the DLA Form 1227 is not mandatory by GSA.

- f. Identification of action point(s) responsible for receiving PQDRs from other Components. See enclosure 4.

g. An analysis and investigation capability to assure timely and thorough actions are taken to address and correct the cause of confirmed deficiencies.

h. A capability of selectively notifying other users of products reported to be defective and, when necessary, providing for disposition of nonconforming materiel in stock and in use throughout the DoD/GSA system.

i. A system for selectively requesting and tightly controlling PQDR exhibits held for investigation in compliance with enclosure 2.

j. A management information system that, as applicable: (1) collects and provides for evaluating origination, screening, action and support point PQDR and exhibit processing time data for compliance with enclosure 2, figure 5; (2) provides for historical collection of PQDR data associated with quality, reliability, or maintainability correlated to contractor or Government deficiencies, and allows for the storage and exchange of a PQDR Summary Code in accordance with enclosure 6.

k. A capability of selectively interchanging deficiency data between the PQDR system and the ALERT portion of the Government Industry Data Exchange Program (GIDEP).

l. A system to assure that deficiencies on GFP are reported in accordance with contractual requirements and that these deficiencies are in turn reported to the designated action points.

m. Service/Agency implementing procedures shall address the needed interfaces of the quality, engineering, maintenance, supply, financial, and acquisition operations/systems to assure:

(1) The establishment and maintenance of the proper system/operational controls over PQDR materiel including exhibits. Required controls include, but are not limited to:

(a) Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M, Military Standard Transaction Reporting and Accounting Procedures, whenever materiel is directed for movement or suspended from issue/use pending resolution of a PQDR.

(b) Financial accounting in accordance with DoD 7200.9-M, Department of Defense Accounting Manual, and financial adjustment in accordance with DoD 4000.25-7-M, Military Standard Billing System.

(c) Materiel marking in accordance with MIL-STD-129, Marking for Shipment and Storage.

(d) Internal Controls in accordance with DoD Directive 5010.38, Internal Management Control Program.

(e) Processing of exhibits in times prescribed (enclosure 2) and materiel movement in accordance with DoD Directive 4140.1, Materiel Management Policy.

(2) The establishment and maintenance of proper systems/operational controls to conduct investigations and introduce corrective action for PQDRs attributable to maintenance, design, contract specification, or any other documentation/equipment under the control or responsibility of the Government.

VI. FORMS AND REPORTS. The reporting requirement prescribed herein for individual SF 368 product quality deficiency data is exempt from the assignment of a Report Control Symbol under DoD Directive 7750.5, Management and Control of Information Requirements.

BY ORDER OF THE DIRECTOR

6 Encl

1. Definitions
2. Product Quality Deficiency  
Report Processing
3. Formats
4. Distribution of E-Mail  
Transmissions, Messages  
or SF 368(s) for Reporting  
Product Quality Deficiencies  
Across Component Lines
5. Processing Deficiency Reports  
on GSA Items
6. Product Quality Deficiency  
Report Summary Code

COORDINATION: CAHS, CAIL, Army (SARD/DALO-SMM), AMC(AMCRD-IM), Navy  
(ASN(RD&A)PI), Air Force (LEYM), Marine Corps (COMMARCORLOGBASES 808), GSA  
(FSS/FQA)

This DLAR supersedes DLAR 4155.24/AR702/7/SECNAVINST 4855.5/AFR 74-6/MCO  
4855.5F, 27 Nov 89, and Change 1.

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 FKQ6 (Research and Development Activities)  
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## DEFINITIONS

For the purpose of this publication, the following definitions apply:

A. Action Point. A focal point(s), identified within each Component (see enclosure 4), responsible for receiving PQDRs from other components and for resolution of a reported product quality deficiency including necessary collaboration with support points. Action points other than the above, however, may be specifically designated. Only an action point is authorized to transmit a deficiency report across Component lines to a support point in another Component.

B. Action Reports. A deficiency report addressed to an Activity or forwarded to an Activity with a request for assistance to investigate and resolve the deficiency/discrepancy or to obtain disposition or audit instructions for like defective material.

C. Category I Deficiency Report. A report of a product quality deficiency which may cause death, injury, or severe occupational illness; would cause loss or major damage to a weapon system; critically restricts the combat readiness capabilities of the using organization; or which would result in a production line stoppage.

D. Category II Deficiency Report. A report of a product quality deficiency which does not meet the criteria set forth in Category I.

E. Closure. PQDRs may be considered closed when an investigation into the assignable cause has been completed; corrective actions to preclude recurrence of the deficiency have been initiated; credit and disposition information for the materiel have been provided; and exhibit disposition has been initiated.

F. Component. A Military Department or Defense Agency (e.g., Army, Navy, Marine Corps, Air Force, DLA, Defense Mapping Agency, Coast Guard, etc.). GSA may be considered as a separate Component within the definition of this regulation.

G. Defect (see, also, Severity Classification). Any nonconformance of a characteristic with specified requirements. In accordance with MIL-STD-109, defects are classified as critical, minor, or major, as follows:

1. Critical Defect. A defect that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the product; or a defect that judgment and experience indicate is likely to prevent performance of the tactical function of a major end item such as an aircraft, communication system, land vehicle, missile, ship, space vehicle, surveillance system, or major part thereof.

2. Major Defect. A defect, other than critical, that is likely to result in failure, or to reduce materially the usability of the unit of product for its intended purpose.

3. Minor Defect. A defect that is not likely to reduce materially the usability of the unit of product for its intended purpose, or is a

departure from established standards having little bearing on the effective use or operation of the unit.

H. Design Deficiency. Any condition that limits or prevents the use of materiel for the purpose intended or required, where the materiel meets all other specifications or contractual requirements. These deficiencies cannot be corrected except through a design or specification change.

I. Exhibit. The item reported as being deficient, or a sample item which represents the reported deficient condition, which can be analyzed to determine the possible cause of the defect.

J. Government-Furnished Property. Property in the possession of, or acquired directly by, the Government and subsequently delivered to or otherwise made available to a contractor.

K. Government-Owned Product. A product which is owned by or leased to the Government or acquired by the Government under the terms of a contract.

L. Information Only Report. A deficiency report sent to an Activity as a "copy furnished," "information only copy," or via a transmittal letter stating the report is furnished for information only. A written response to the sending Activity is not required. However, local action may be required by the recipient, such as assuring corrective action, verifying contractor compliance, etc.

M. New Materiel. Materiel procured under contract from commercial or Government sources or manufactured by an in-house facility. Such materiel will be considered new until it has been proven during actual system operation. (See reworked material.)

N. Objective Evidence. Evidence based upon the results of test or examination that a deficiency exists.

O. Originating Point. An Activity within a Component that finds a product quality deficiency and reports it to the designated Component screening point. A contractor that receives defective Government materiel and reports it is also considered to be an originating point.

P. Originator. The individual who discovers the defective materiel and initiates the deficiency report.

Q. Procurement Deficiency. Any unsatisfactory materiel condition which is attributable to improper, incorrect, ambiguous, omitted, or conflicting contractual requirements including the procurement document it references, or any combination which describes technical requirements of materiel.

R. Product. Item, materiel, data, software, supplies, system, assembly, subassembly, or portion thereof which is produced, purchased, developed, or otherwise used by the Government.

S. Product Quality Deficiency. A defect or nonconforming condition. Included are deficiencies in design, specification, materiel, manufacturing, and workmanship. (See "Defect.")

T. Product Quality Deficiency Report (PQDR). The SF 368 form or format used to record and transmit product quality deficiency data.

U. Quality Deficiency Data. Information (based on objective evidence) provided by an Activity concerning unsatisfactory new, newly reworked (Government or contractor) materiel. The data can be as simple as the originating point's internal report form that initially recorded the deficiency. Of prime importance is the requirement for documentation which is based on direct examination, test, procedural review, etc.

V. Quality Investigation. A comprehensive investigation conducted by the quality assurance organization within the action/support Activity to

determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective action will be initiated when inadequacies are identified.

W. Report Control Number. The control number assigned by the originating point in accordance with a prescribed format containing the originating point's DoDAAC, calendar year, and sequential number (see enclosure 2, paragraph IC).

X. Reworked Materiel. Materiel which has been overhauled, rebuilt, repaired, reworked, or modified by a military facility or commercial facility and proven during actual system operation. Such materiel will be considered newly reworked until it has been proven during actual system operation.

Y. Screening Point. A designated Activity(ies) identified within each Component that: reviews the PQDR for proper categorization, validity, correctness of entries, accuracy, and completion of information addresses; determines and transmits the PQDR to the proper action point within or outside the Component; maintains an audit trail for each PQDR; reviews closeout responses from action points; and collects, maintains, and exchanges PQDR data.

Z. Severity Classification (see, also, "Defect"). The classification of a defect by its severity: critical, major, or minor.

AA. Support Point. Any Activity that assists the action point, as requested, by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

AB. Test Deficiencies. Any incompatibility or failure of materiel as measured against the applicable test specifications, procedures, or test equipment between Government or contractor cognizant activities.

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## PRODUCT QUALITY DEFICIENCY REPORT PROCESSING

### I. Processing of Product Quality Deficiency Reports

A. Category I and Category II Deficiency Reports. Category I and Category II PQDRs shall be reported electronically: by message or electronic mail (E-Mail), using the SF 368 message or E-Mail format (enclosure 3); or an electronic facsimile of the SF 368. The SF 368 shall be used for Category II PQDRs when using other than electronic transmission. All acknowledgments and further correspondence on the Category I PQDRs will be sent electronically when possible. When the urgency exists, Category I PQDRs may first be transmitted by oral communications but must be confirmed by E-Mail or message. Information copies of Category I reports may be submitted by the action point to screening points of known users, as necessary, to alert them to the problem. The SF 368 will be used for reports submitted to GSA.

B. Supporting Documentation. Copies of documents relating to the PQDR, which facilitate investigation of the report, should be submitted as follow-on supporting documentation. For example, the submission of objective quality evidence (such as photographs, test reports, or similar data as supporting documentation) is encouraged.

C. Report Control Number (RCN). The RCN assigned to the PQDR by the Component originating the report shall be the identifier in all subsequent communications processed by the participating Components. Each report shall be identified by a unique alphanumeric control number, developed as follows: segment one (six places) is the DoDAAC of the originating DoD activity (reference DoD 4000.25-6-M, DoD Activity Address Directory (DoDAAD), parts I, II, and III. ). Segment two is the calendar year (two places). Segment three is a sequential number starting with 0001 for each new calendar year (four places); e.g., F04606920001 for Air Force; W22G1G920001 for Army, N38010920001 for Navy or M38010920001 for Marine Corps.) If the manufacturer is originating the report, the first place should be filled with a "0" followed by the applicable Commercial and Government Entity (CAGE) code, then the calendar year and sequential number (e.g., 053862920001). The RCN shall not contain any hyphens or spaces.

D. Processing of PQDRs will be accomplished in accordance with subparagraph A, above. When exhibits to support the PQDR investigation are available, then paragraph II, below is applicable. When disposition/credit is requested on defective materiel (over and above the quantity needed for exhibit/investigation) or on a warranty item, then paragraph III, below is applicable. Processing times for PQDRs, exhibit requests and investigation reports shall be in accordance with figure 5. Processing times are guidelines. Failure to meet the specified times does not relieve the requirement to process the PQDR.

E. Report originators will prepare and forward a PQDR to the designated PQDR originating point on each Post, Camp, Station, Base, Ship, or

Activity upon identification of defective materiel. Process the PQDR exhibit in accordance with (IAW) paragraph II, below.

F. The Originating Point will:

1. Review and correct as necessary the PQDR for completeness, validity, and accuracy. When the address of the activity holding the exhibit is different from the PQDR originator's address, enter the address and commercial telephone number of the exhibit holding activity in block 23. Provide the name of an individual, with all phone numbers (commercial/DSN/FTS), who can serve as a contact for questions in item 1b of SF 368.

2. Assign an RCN to the PQDR in accordance with subparagraph C, above.

3. Add any additional information available and finalize the report in the appropriate electronic transmission, message, or SF 368 format (enclosure 3) or close out and return the report to the originator if it does not meet the criteria for a valid PQDR in accordance with this regulation.

4. Submit the PQDR to the originating point's service screening point in accordance with times prescribed in figure 1. As an exception, and when agreed upon by the two Component headquarters involved, PQDRs may be submitted directly to the appropriate action point for investigation. Copies of the correspondence will be provided to the appropriate Service screening points for data collection and analysis.

5. Receive screening point replies or final investigation replies and provide same to the originator.

G. Screening points will:

1. Acknowledge receipt of PQDRs to originating points within the applicable timeframe (figure 1).

2. Screen PQDRs IAW figure 2 and validate category classification.

3. Obtain correct or missing information from the originator, utilizing telephone or electronic messages, whenever possible. Attempt to complete all data elements on SF 368. If data block does not apply, it is recommended to state "not applicable" (NA). Similarly, it is recommended that, if data block information is unknown, state as "unknown" (UNK).

4. Forward PQDR to action point IAW figure 1.

5. Maintain a PQDR data base containing data on the original report, results of the investigation and, if used, a PQDR Summary Code developed in accordance with enclosure 6.

6. Close out the PQDR and return it to the originating point if it is determined to be invalid IAW criteria set forth in this regulation.

7. Review final investigation report and/or closeout action and provide same to originating point, or other service agency screening point if PQDR was received across Component lines, when appropriate.

H. Action points will:

1. Receive PQDRs and acknowledge receipt to the screening point, close out and return the report to the screening point if the PQDR is determined to be invalid, or process the PQDR within the times prescribed in figure 1.

2. Be responsible for investigations as to cause, obtain test and investigation results, and initiate associated corrective action for both contractor and Government attributable product quality deficiencies.

3. Conduct an independent PQDR investigation or determine the need for investigation by a support point, e.g., Contract Administration

Office, Engineering Support Activity, Contracting, Supply Office, etc. Transmittal of an action request will include a copy of the PQDR, a statement of the support required, and the pertinent background data which may be helpful in the investigation effort. If an action request is not deemed appropriate, ensure that an information-only copy of the PQDR on source inspected products is provided to the appropriate support point for their awareness, locally determined use, and quality history records. Prior to release of an action request, screen the PQDR to assure all available or obtainable entries are complete and accurate and that the category assigned is correct. Make necessary changes, corrections, and additions before transmittal. Components may utilize DLAH 4105.4, DoD Directory of Contract Administration Services Components, to determine the proper support point.

4. Combine multiple PQDRs for the same product and deficiency into one report when possible, prior to forwarding to a support point.

5. Determine if the same deficiency is currently under investigation or has been resolved because of a previous report. If this situation does exist, a new investigation will not normally be initiated. The current or previous investigation results may be used to reply to the originator. A copy of the additional PQDR will be forwarded to the responsible support point for informational purposes and the contractor's position relative to repair/replacement of any additional defective materiel reported.

6. As appropriate, alert activities and/or storage depots within the action point Component of suspect materiel. Notify appropriate screening points to alert their activities/storage depots. Request suspension/screening of depot stocks, as appropriate.

7. Monitor support point investigations.

8. Evaluate, as a potential technical problem, those deficiencies involving any failure of an assembly to function properly, breakage of a Component, or the inability to assemble. If the evaluation or investigation reply indicates that the investigation should have been conducted by another design, maintenance, or procurement support point, process PQDR to the appropriate support point for action.

9. Prior to PQDR closeout action, evaluate and identify the basic cause of the problem and the responsible party, e.g., contractor error or Government error (design, maintenance, or procurement errors). Request the support point to provide the action point with investigation replies and details of corrective action, taken or planned, within 20 days for Category I and 30 days for Category II PQDRs without exhibits. When exhibits are available, request the support point to provide investigation replies and details of any corrective action, taken or planned, within 20 days for a Category I, or 30 days for a Category II, after receipt of the exhibit that was requested to support the investigation.

10. Receive and review each investigation reply from a support point for completeness and adequacy. If corrective action is inadequate, take appropriate action to resolve differences.

a. When the PQDR is considered to be contractor's responsibility and the item was source inspected, request the quality assurance element at the Contract Administration Office investigate the deficiency in conjunction with the contractor and provide a corrective action response. When the PQDR is considered to be the contractor's responsibility and the item was not source inspected, request the contracting office responsible for the contract to have the contractor investigate the deficiency and

provide a corrective action response. Also pursue cost-free repair, replacement, or reimbursement for the defective materiel.

b. When the PQDR is considered to be a technical data error, request the appropriate engineering element to provide a corrective action response to include a product improvement action. Implementation of the product improvement action is not necessary prior to closing the PQDR but replies should assure that procedures are established to prevent subsequent procurements from including the same technical data error.

c. When the PQDR is considered to be a procurement deficiency, request the contracting officer review related contracting procedures and all active contracts for that item for like deficiencies and appropriate corrective action.

d. When the PQDR is considered to be a maintenance error, request/recommend the responsible maintenance function take appropriate corrective action.

11. Prepare followup request if an investigation reply is not adequate to closeout the PQDR within the specified time or an interim reply has not been received denoting the expected completion date.

12. Prepare and forward to the appropriate activity a final reply which includes:

- a. Results of support point investigation, when applicable. Inclusion of DLA Form 1227 is recommended.
- b. Cause of reported deficiency.
- c. Responsibility for the deficiency (e.g., contractor error, maintenance error, procurement error, design, or TDP error) as determined by the action point.
- d. Extent and findings of the investigation.
- e. Actions taken to correct the existing deficiency including disposition of defective materiel.
- f. Need for alert notifications or field bulletins, if applicable.
- g. The severity classification (minor/major/critical) of the reported deficiency.
- h. Comment regarding recommendation for credit IAW DoD 4000.25-7-M or Service/Agency implementing regulations.

13. When appropriate, provide other screening points of known military users with results of the investigation and the corrective action.

14. Determine whether investigation results warrant notification under the GIDEP. Forward determination to the appropriate GIDEP activity for action.

I. Support points will:

1. Acknowledge receipt of investigation request to action point along with date reply is due. This can be accomplished concurrently with a request for exhibit.
2. Request exhibit within 7 days after receipt of a PQDR when needed for the investigation.
3. Conduct an investigation (scope and depth as determined from the total facts available in each case) to determine the cause(s) of the reported deficiency and the corrective action necessary. Investigations and replies are required on reports citing either open or closed contracts.

4. Prepare and forward a final reply to the appropriate action point which includes:

- a. Cause of the reported deficiency including a determination as to

responsibility for the deficiency.

- b. Corrective action by the responsible activity.
- c. Corrective action by the investigating Government office.
- d. Evaluation of current assets including position as to repair/replacement of defective materiel.
- e. Results of investigations conducted at manufacturing, maintenance/ overhaul facilities will be prepared using the form or format of DLA Form 1227. Use of the DLA Form 1227 by GSA is not mandatory.
- f. Recommended PQDR Summary Code, when prepared in accordance with enclosure 6 of this regulation.

5. As an exception, and when agreed upon by the two component headquarters involved, investigation results and replies may be forwarded by the support or action point directly to the report originator. Copies of the correspondence will be provided to appropriate action and screening points for data collection and analysis.

6. Provide interim or final replies and followup at estimated completion date:

- a. Category I, 20 days after receipt of investigation request without need for exhibit or 20 days after receipt of a requested exhibit.
- b. Category II, 30 days after receipt of investigation request without need for exhibit or 30 days after receipt of requested exhibit.

7. Provide feedback to Components, identifying DoDAAC and RCNs, when exhibits needed for investigations are requested and not received.

## II. PROCESSING OF PQDR EXHIBITS

A. Securing Exhibits. All PQDR exhibits shall be secured/segregated from all other materiel by the PQDR originating activity. Exhibits shall be identified with a properly filled out DD Form 1575, Suspended Tag - Materiel, and DD Form 2332, Product Quality Deficiency Report Exhibit (figure 4), and shall be classified in a suspended supply condition pending full implementation of supply condition code Q.

B. Exhibit Transportation Costs. Unless otherwise provided, transportation costs for shipping an exhibit to the investigation point (e.g., contractor or other support point) will normally be the responsibility of the Government. Transportation costs for return of the exhibit will normally be requested of the contractor or other support point when the exhibit is requested to perform an investigation.

C. Exhibit Shipping Priority Code. The shipment of an exhibit(s) from an originator (holding) point to a support point for the conduct of an investigation shall be: Category I PQDR exhibits will be shipped priority designator (PD) 03 (TP-1); Category II PQDR exhibits will be shipped priority designator (PD) 06 (TP-2). If specific shipping priority instructions are not provided for an exhibit to be returned after completion of an investigation then the priority code (PD) 09 (TP-3) shall be used. DoD Directive 4140.1 is applicable.

D. Packaging and Marking. ASTM 3951-88, Standard Practice for Commercial Packaging, may be used for exhibit packaging and marking guidance of exhibits. The tagged exhibit (DD Form 1575 and DD Form 2332) along with a copy of the related deficiency report shall be commercially packaged including necessary bracing and cushioning to assure safe delivery to the destination. The deficiency report shall identify the exhibit holding point, the name of a point of contact, and both commercial and Government (DSN/FTS/etc.) phone numbers. The outside of the package



shall be clearly marked "To Be Opened In The Presence Of A Government Representative" and shall also be marked "PQDR Exhibit/Report Control Number \_\_\_\_" and, when applicable, "Warranty Item." MIL-STD-129 is applicable.

E. Exhibit Holding Time. Exhibits shall be held 60-days by the originating point or until disposition instructions are received from an appropriate screening or action point. (Note: This 60 day requirement supersedes the requirement printed on the reverse of the SF-368.) If after 60 days, shipping or disposition instructions have not been received, a followup may be conducted with the appropriate screening or action point. Exhibits shall not be repaired within the 60 day holding time unless critical mission requirements dictate. In such instances, action should be initiated to retain evidence of the deficiency through photographs, testing, etc., that can be included with the PQDR.

F. Action/Originating/Screening/Support Point Exhibit Responsibilities. Action, originating, screening, and support points shall each:

1. Establish information systems to monitor the status of exhibit disposition instructions for compliance with requirements of figure 3. All exhibit management systems shall utilize the PQDR originator's report control number.

2. Assure all disposition instructions relative to exhibits are accomplished using electronic mail or message processes. Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M are applicable whenever materiel is directed for movement.

3. Assure that organizations responsible for accomplishing the tasks prescribed in this enclosure formalize procedures with all functional organizations contributing to the task accomplishment.

G. Exhibit Disposition (After Completion of the Investigation). Disposition instructions for exhibits shall be provided by the action point to the support point. In the event disposition instructions are not received by the support point by 30 days following a final investigation reply, a followup may be conducted. If disposition instructions are not received within 30 days after the followup, the support point will prepare or request the contractor to prepare a DD Form 1149, Requisition and Invoice/Shipping Document, identifying the transportation control number (TCN) related to the original shipment and return the exhibit to the place from which it was received and notify the action point of the shipment. In the event the exhibit is obviously scrap materiel or the contractor fails to return the exhibit, the plant clearance officer will be requested to effect disposition and disposal under FAR 45.6. H. Support points performing investigations shall provide management information feedback data to Components identifying action point DoDAACs and RCNs related to PQDRs for which exhibits have been requested and not received.

### III. PROCESSING OF PQDRS INVOLVING DEFICIENT PRODUCT (OTHER THAN EXHIBITS) OR WARRANTED PRODUCT

#### A. Procedure for Handling Warranted Materiel

1. General. Use of the SF 368 to process deficient warranted materiel shall be used only when prescribed in Service warranty regulations. Whenever the form is used it must be applicable to product involving a contractually prescribed warranty.

2. Originating Point Responsibilities. The originating point shall assure defective warranted materiel is classified in a suspended supply

condition code pending full implementation of supply condition code W and assure that the "remarks" block of the DD Form 1575, Suspended-Tag Materiel, and the DD Form 2332, Product Quality Deficiency Exhibit, are appropriately completed to reflect the contract number and that the item is under warranty. The SF 368, block 19, will also be completed to reflect the item is under warranty. When the product is packaged for shipment, the originating point will mark the outside of the packaging container with "To Be Opened in the Presence of a Government Representative - PQDR Exhibit/Warranted Item."

3. Screening Point Responsibility. Assure that SF 368 is filled out properly and verify that materiel failed within the contractually prescribed warranty conditions. Treat as action PQDR when failure occurs on new warranted product and evidence or failure mode indicates a quality problem. Treat all other PQDRs on other than new warranted product, that failed during the warranty period, as information only.

4. Action Point Responsibilities. PQDRs on new or newly reworked materiel (see enclosure 1) under warranty requiring an investigation shall be processed as action. PQDRs on other than new/newly reworked materiel and those not requiring an investigation shall be processed as information only.

5. Support Point. Verify the contractor's evaluation of warranted product, particularly where liability is not acknowledged. When an action PQDR is submitted, assure proper conditions of subparagraph 3 above are met. If acceptable, process PQDR in accordance with Service/Agency regulations. In case of conflict, contractually prescribed warranty provisions take precedence over the requirements of this regulation.

B. Procedures for Handling Defective Materiel (Other Than Warranted Materiel)

1. General. Processing and handling of defective materiel shall be in accordance with Service/Agency regulations. Credit adjustments for defective materiel shall be in accordance with DoD 4000.25-7-M.

a. Originating points will determine the amount of materiel that is defective and report the exact or suspected number of defective items in block 15c of the SF 368. Tag all suspected materiel reported on the PQDR by attaching a DD Form 1575.

b. Originating point will:

(1) Determine if additional suspected/known defective items are located on the Post, Camp, Station, Ship, or Activity. Request the Installation Supply Support Activity (ISSA) identify any additional defective stock on hand.

(2) When appropriate, classify in a suspended supply condition code, pending full implementation of supply condition code Q for all suspected/known defective items and segregate and control the items.

(3) When applicable, assure block 22 of the SF 368 identifies that the PQDR is being processed as a credit request.

c. Service screening point will:

(1) Consider sending Alerts (within their Service) on safety/critical items to freeze stock/provide instructions for other defective materiel.

(2) Consider screening/inspecting stock (within their Service) to determine quantity of defective materiel to be reported to the action point.

(3) When disposition instructions are received, assure that the

materiel is reclassified to appropriate condition codes. If disposition instructions are not received, followup with the action point to determine what should be done with the materiel.

(4) Ensure that the original MILSTRIP requisition document number is included on all SFs 368 for defective materiel. When the original document number cannot be determined, the screening point will assign a MILSTRIP document number. The document number will be constructed as follows: the screening point's DoDAAC for the first six positions, the current julian date (YDDD) for the next four positions, and a four-position serial number beginning with "U." An example of a constructed document number is F53121 2175 U001. In addition, when the original document number is not included, the screening point will include the DoDAAC of the office to receive credit and the fund code (refer to MILSBILLS fund code supplement DoD 4000.25-7-M-S-1) indicating the funds to credit.

d. Action point will:

(1) Provide initial disposition instructions to the screening point for materiel being held (i.e., in a suspended supply condition code) by the originator/originating point, and at all other points where there is defective materiel. Take action to assure that all materiel is reclassified as soon as possible.

(2) Provide credit instructions or recommend credit be provided in accordance with DoD 4000.25-7-M or Service/agency implementing regulations.

(3) During investigation of the PQDR, determine the scope of the deficiency (e.g., what other materiel, in addition to the reported quantity, is defective) by initiating screening actions/support point investigations as necessary.

(a) If it is suspected that similar defective items are present in another Service's stock, contact the screening point for assistance in determining the quantity defective.

(b) Inform the support point of any increases/decreases in number of defective items.

(4) Determine the disposition action for all quantities determined to be defective.

(5) In the closing response to the screening point, provide disposition instructions on all quantities determined to be defective.

PROCESSING OF PRODUCT QUALITY DEFICIENCY REPORTS

ORIGINATOR	ORIGINATING POINT	SCREENING POINT	ACTION POINT	SUPPORT POINT
1. Discover defect 2. Initiate PQDR 3. Forward report to originating point a. Cat I - 24 hrs b. Cat II - 3 days	1. Submit PQDR to screening point a. Cat I - 24 hours b. Cat II - 3 days 2. Certifies validity, completeness, and accuracy of report 3. Assigns MCN 4. Finalizes report 5. Return invalid report 6. Forwards report to screening point. 7. Provide copy of report to Installation Supply Support Activity for stock ID. 8. Receive screening point replies and provide same to originator.	1. Acknowledge receipt of PQDR a. Cat I - 24 hours b. Cat II - 10 days 2. Screen PQDR for validity, accuracy and completeness 3. Return invalid reports. 4. Forward report to action point a. Cat I - 24 hours b. Cat II - 10 days 5. Receives replies from action point - forward name to originating point a. Cat I - 3 days b. Cat II - 3 days	1. Acknowledge receipt a. Cat I - 24 hours b. Cat II - 10 days 2. Determine if warranty applies take appropriate action 3. Determine if credit applies - take appropriate action 4. Alert field/storage of suspect material 5. Suspend/screen stock a. Cat I - 24 hours b. Cat II - 20 days 6. Determine cause (contractor/government and responsible support point 7. When action point conducts independent investigation, provide interim, or final reply a. Cat I - 20 days b. Cat II - 30 days 8. Forward PQDR to support point a. Cat I - 24 hours b. Cat II - 10 days 9. Forward replies from support point a. Cat I - 3 days b. Cat II - 10 days	1. Acknowledge receipt 2. Conduct investigation 3. Provide final/interim responses within: a. Cat I, 20 days w/o exhibit or 20 days after receipt of requested exhibit b. Cat II, 30 days w/o exhibit or 30 days after receipt of requested exhibit 4. Prepare NIA Form 1227 and forward same to action point

NOTE: All times are calendar days  
All times begin with receipt of report

FIGURE 1

# SCREENING CRITERIA

CONDITION	ACTION
o Inadequate information on form	Enter data from local/in house sources or contact originator ASAP to obtain required information.
o Incorrect category classification	Upgrade or downgrade category classification as appropriate - provide justification/explanation to originator. Category I classifications will not be used to expedite receipt of replacement part(s).
o Investigation already in progress from prior report	Provide action/support point with additional information including quantities requiring disposition instructions.
o Investigation on same problem just completed	Provide action/support point any additional information and request disposition instructions for additional quantity.
o Item damaged by user	Treat PQDR as invalid - terminate PQDR.
o No exhibit available	Check available stock for like deficiencies and/or check with originator to see if any additional data is available to confirm the defect. Recommend to action point that PQDR be classified as information only unless specific detailed narrative is available for use by the investigator.
o Deficiency encountered on materiel delivered on contracts closed over 4 years	Process PQDR for possible investigation and screening of assets.
o Deficiency involves premature failure (other than new or newly overhauled product)	Treat PQDR as information only or, if considered to be a design problem, forward to action point for processing to appropriate support point for engineering investigation and corrective action.
o Noncontractor responsible deficiency	Process to action point with recommendation as to where investigation and corrective action should be directed.
o Involves warranted materiel	Treat all PQDRs on new/newly reworked warranted product as action. Treat all other PQDRs involving warranted materiel that failed during the warranty period, as information only and as a warranty claim.
o Improper storage	When storage problem was at a depot and not a field activity, forward to action point to request investigation by storage depot as to cause and corrective action. When storage damage is by user, terminate the PQDR.
o Item fails - normal wear and tear or after expected life	Treat PQDR as invalid and terminate.

FIGURE 2

DISPOSITION AND SHIPPING OF EXHIBITS

ORIGINATOR ORIGINATING POINT	SCREENING POINT	ACTION POINT	SUPPORT POINT
Tag exhibit with DD Form 1575 and DD Form 2332.	When exhibit is requested by action point conducting in- dependent investigation, pro- vide shipping instructions to originating point (Cat I - 5 days max; Cat II - 10 days max). Provide exhibit dis- position instructions to originating point if PQDR is terminated or exhibit is unnecessary (10 days max).	When action point conducts independent investigation and exhibit is required, re- quest exhibit within 15 days after receipt of PQDR from the screening point or, if authorized, directly from the originating (holding) point.	
Hold exhibit until disposition instruc- tions received. Followup to appro- priate screening or action point after 60 days.	Provide exhibit disposition instructions to originating point if action point ter- minates PQDR or determines exhibit is unnecessary.	Provide exhibit disposition instructions to screening point if PQDR is terminated or unnecessary (10 days max).	Request exhibit from action point or if authorized directly from the originating/holding point within 7 days after receipt of PQDR if required for the investigation.
After receipt of ship- ping authority, ship exhibit to action or support point. Category I exhibits within 3 days. Category II exhibits within 6 days.	When exhibit is requested by support point and the ship- ping instructions are for- warded by the action point, provide instructions to the originating point (3 days max).	When exhibit is requested by support point, provide shipping instructions to screening point (Cat I - 5 days max; Cat II - 10 days max) and concurrently provide disposition instructions to support point for the exhibit after completion of the investigation.	Notify action point within 10 days of exhibit receipt and exhibit disposition.  Initiate action to dispose of exhibit after final investi- gation reply is sent to action point in accordance with para G.
Notify screening/ action point of shipment.			

NOTE: All times are calendar days.

FIGURE 3

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT		
1. REPORT CONTROL NUMBER	2. DATE (YYMMDD)	3. ORIGINATING ACTIVITY
4. N/A	5. PART NO.	6. SERIAL NO.
7. PARTS (Continue on reverse if necessary)		8. ITEM DESCRIPTION
		9. NAME (Last, First, Middle Initial) 10. PHONE NO. (Use Area Code)

DD FORM 2332, JUL 89

Previous edition is obsolete

FSN, PART NO AND ITEM DESCRIPTION		SUSPENDED TAG-MATERIEL	
		NEAT INSPECTION DUE	CONDITION CODE
		INSPECTION ACTIVITY	
		REASON OR AUTHORITY	
SERIAL NUMBER, LOT NO.	UNIT QCP ISSUE		
CONTRACT OR PURCHASE ORDER NO.	QUANTITY	INSPECTOR'S NAME OR STAMP AND DATE	
REMARKS			

WARNING: Unauthorized persons removing, defacing, or destroying this tag may be subject to a fine of not more than \$1,000 or imprisonment for not more than one year or both (18 U.S.C. 1121)

DD FORM 1576, 1 OCT 68 E/N 0102 018 0400

FIGURE 4

PROCESSING TIMES (DAYS)  
FOR SF 368, POUR EXHIBIT REQUEST (ER), AND DIA FORM 1227, INVESTIGATION REPORT (IR)

CATEGORIES I AND II POURS W/O EXHIBIT

STEP	1	2	3	4	5	6	7	TOTAL DAYS (MAXIMUM)
POINT	ORIG	SCREEN	ACT	SUP	ACT	SCREEN	ORIG	
PROCESS	SF 368 POUR	SF 368 POUR	SF 368 POUR	DIA 1227 IR	DIA 1227 IR	DIA 1227 IR	DIA 1227 IR	
TIME	1	1	1	20	5	3	0	31
CAT I	1	1	1	20	5	3	0	31
TIME	3	10	10	30	10	3	0	66
CAT II	3	10	10	30	10	3	0	66

CATEGORY I AND II POURS WITH EXHIBITS

STEP	1	2	3	4	5	6	7	8	9	10	11	TOTAL DAYS (MAXIMUM)
POINT	ORIG	SCREEN	ACT	SUP	ACT	SCREEN	ORIG	SUP	ACT	SCREEN	ORIG	
PROCESS	SF 368 POUR	SF 368 POUR	SF 368 POUR	SF 368 POUR	SF 368 POUR	SF 368 POUR	SF 368 POUR	DIA 1227 IR	DIA 1227 IR	DIA 1227 IR	DIA 1227 IR	
TIME	1	1	1	7	5	3	3	*20	5	3	0	49
CAT I	1	1	1	7	5	3	3	*20	5	3	0	49
TIME	3	10	10	7	10	3	6	*30	10	3	0	92
CAT II	3	10	10	7	10	3	6	*30	10	3	0	92

NOTE: Days to process do not include any message, mail or shipping items.  
\* Represents days after receipt of exhibit.

FIGURE 5



Encl 3  
DLAR 4155.24  
AR 702-7  
SECNAVINST 4855.5A  
AFR 74-6

#### FORMATS

A. General. This enclosure contains formats for PQDRs and product quality deficiency investigation reports. The instructions provided for completion of the SF 368 and DLA 1227 forms also apply to the message and electronic mail versions. Action point addresses and telephone numbers are at enclosure 4 to this regulation. Support point addresses and telephone numbers are contained in the DoD 4105.59-H, DoD Directory of Contract Administration Component.

B. List of attached formats:

1. SF 368, Product Quality Deficiency Report, with instructions for completion, Electronic Mail Format and Sample Message Format.
2. DLA Form 1227, Product Quality Deficiency Investigation Report, with instructions for completion, Electronic Mail Format and Sample Message Format.

SAMPLE PQDR MESSAGE (FORMAT)

PRIORITY OR ROUTINE

1. FM: NAVAIRSYSCOM QADSEC WASHINGTON DC

2. TO: OO-ALC HILL AFB UT//PMDAQ//

INFO: NAVAIREWORKFAC NORFOLK VA

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY REPORT

3. REPORT CONTROL NUMBER AND CATEGORY: N53121880001, CATEGORY I

4. DATE DEFICIENCY DISCOVERED: 27 Sep 91

5. NATIONAL STOCK NUMBER: 1650002954672

6. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC, CONTROL

7.A. MANUFACTURER/CITY/STATE: GENERAL MECHANICS, AKRON, OH 44309

B. MFRS CODE: 53121

C. SHIPPER/CITY/STATE: (Identify shipper if different from manufacturer when known.)

8. MANUFACTURER'S PART NUMBER: P/N IMP 693

9. SERIAL/LOT/BATCH NUMBER: SN 1359B

10.A. CONTRACT NO: F4160883C0082

B. PURCHASE ORDER NO: PO 7593

C. REQUISITION NO: N68693-9123-0001

D. GBL NO: C1771161

11. NEW OR OVERHAULED: NEW

12. DATE RECD, MFRD, REPAIRED, OR OVERHAULED: N/A

See Joint Telecommunications Directives (AR 105-32, USN PLAD 1, AFR 10-4 USMCEB Pub 6, ACP 117, paragraph 12D) for correct message format.

13. OPERATING TIME AT FAILURE: 42 HOURS (from time item entered operational service as a new or overhauled item to time the deficiency was discovered)

14. GOVERNMENT-FURNISHED MATERIEL: NO (was item provided to a contractor as GFP)

15. QUANTITY:

A. RECEIVED: TWO

B. INSPECTED: TWO

C. DEFICIENT: ONE

D. ITEM IN STOCK AT ACTIVITY: ONE (Quantity shall be a count of each individual item disregarding unit of issue.)

16. DEFICIENT ITEM WORKS ON/WITH:

A. END ITEM: ENGINE/A-7E  
(1) TYPE/MODEL/SERIES:  
(2) SERIAL NO:

B. NEXT HIGHER ASSEMBLY: TF-41-2  
(1) NSN:  
(2) NOMENCLATURE:  
(3) PART NO:  
(4) SERIAL NO:

17. UNIT COST: \$180

18. ESTIMATED REPAIR COST: \$300

19.A. ITEM UNDER WARRANTY: NO (Is the item covered by a contract warranty?)

B. EXPIRATION DATE:

20. WORK UNIT CODE/EIC (Navy and Air Force Only): 00136

21. ACTION/DISPOSITION: HOLDING EXHIBIT 60 DAYS OR UNTIL (ENTER DATE).  
(Indicate disposition or if exhibit is being held, indicate time to be held.)

22. DETAILS: ITEM FAILED DURING ENGINE RUNUP, IMPELLER SEPARATED FROM SHAFT. LCDR JOHN DOE, DSN 690-3544, COMMERCIAL AREA CODE 202-635-8735, MAY BE CONTACTED AS NECESSARY CONCERNING THIS REPORT. ATTN: CODE 214, NORFOLK, VA 23411. (Concise statement of what is wrong. Include the name, rank, and commercial/DSN telephone number of an individual who may be contacted for additional information and/or to request exhibit/sample.)

23. LOCATION OF DEFICIENT MATERIEL:

SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (MESSAGE FORMAT)

PRIORITY OR ROUTINE

1. FM: DEFCONTRMGTDISTWEST//DCMDW-QT
2. TO: OO-ALC HILL AFB UT//PMDAQ//

INFO:

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT

3. INVESTIGATOR'S CONTROL NUMBER: (12 digit control number assigned by investigating activity)
4. ORIGINATOR'S CONTROL NUMBER (RCN): N53121920001
5. CONTRACT NUMBER: F4160888C0082
6. NATIONAL STOCK NUMBER: 1650002954672
7. MANUFACTURER'S PART NUMBER: P/N IMP 693
8. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC CONTROL
9. NAME/ADDRESS COMPLAINT INITIATOR: NAVAIRSYSCOM QADSEC WASHINGTON, DC
10. CONTRACTOR: XYZ INC., 5000 SWAMP ST, SMITHVILLE, CA
11. REFERENCES: (See DLA Form 1227 Instructions)
12. CAUSE OF DEFICIENCY: (See DLA Form 1227 Instruction)
13. CORRECTIVE ACTION BY CONTRACTOR: (See DLA Form 1227 Instruction)
14. CORRECTIVE ACTION BY GOVERNMENT: (See DLA Form 1227 Instruction)
15. EVALUATION OF CURRENT PRODUCTION: (See DLA Form 1227 Instruction)
16. REPAIR OR REPLACEMENT: (See DLA Form 1227 Instruction)
17. REMARKS/RECOMMENDATIONS: (See DLA Form 1227 Instruction)
18. TYPE OF REPLY: INTERIM OR FINAL

See Joint Telecommunication Directives (AR 105-32, USN PLAD 1, AFR 10-4, USMCEB Pub 6, ACP 117) for message format.

Encl 3  
DLAR 4155.24/AR 702-7  
SECNAVINST 4855.5A/AFR 74-6

19. REPLY DATE: 30 OCT 19\_\_

20. REPLY PREPARED/APPROVED BY:

SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (E-MAIL FORMAT)

- |   |  |                           |
|---|--|---------------------------|
| E-Mail Address<br>(84 AN)   | 1. Investigator's Control #<br>(15 AN)                               |                           |
| 2. From:<br>(150 AN)  | 4. Report Control Number<br>(RCN) (Originator's Control<br># (15 AN) |                           |
| 3. TO<br>(150 AN)   | 5. Contract No.<br>(20 AN)   |                           |
|   | 6. NSN<br>(18 AN)  |                           |
|   | 7. Manufacturer's Part No.<br>(20 AN)                                |                           |
|   | 8. Nomenclature<br>(60 AN)   |                           |
| 9. Name/Address of Complaint Initiator<br>(105 AN)                        | 10. Name/Address of<br>Contractor (105 AN)                           |                           |
| 11. References and Description of Deficiency<br>(420 AN)                  | Contractor CAGE Code<br>(6 AN)                                       |                           |
| 12. Cause of Deficiency<br>(700 AN)                                       |  |                           |
| 13. Corrective Action (by Contractor)<br>(840 AN)                         |  |                           |
| 14. Corrective Action (by Government)<br>(120 AN)                         |  |                           |
| 15. Evaluation of Current Production<br>(140 AN)                          |  |                           |
| 16. Contractor Position with Respect to Repair or Replacement<br>(210 AN) |  |                           |
| 17. Remarks and/or Recommendations<br>(840 AN)                            |  |                           |
| 18. Enclosure to this Report and Distribution of Copies<br>(140 AN)       |  |                           |
| 19. Type of Reply<br>(I)nterim/(F)inal (1 A)                              | 19a. Reply Date<br>(9 AN)  | 20. Prepared by<br>(70 A) |
| 21. Reviewed by   |  | 22. Approved by           |

(70 A)

(70 A)

C. Product Quality Deficiency Investigation Report (DLA 1227)

Instructions

General. This form will be used to record deficiency report investigation findings and as the form for reply to deficiency reports. The information to be entered in each space is dependent upon the type and cause of the deficiency and the information requested may not be appropriate in all cases. The information requested is typical when the cause of the deficiency is due to nonconformance with contract requirements. When necessary, use additional sheets and identify with related block number.

- Block 1 - Enter the report control number assigned by the Activity conducting the investigation.
- Block 2 - Insert the appropriate office name and address, and the office symbol of the individual approving the report.
- Block 3 - Insert the name and address of the Activity that forwarded the report.
- Block 4 - Obtain from block 3 of the deficiency report (SF 368).
- Blocks 5-8 - Obtain from the deficiency report.
- Block 9 - Enter the Activity that discovered and reported the problem. Obtain from the deficiency report.
- Block 10 - Enter the holder of the contract under which the materiel was supplied.
- Block 11 - Identify correspondence and communications being answered or pertinent to the report. Provide a brief description of the deficiency as stated in the deficiency report.
- Block 12 - Explain what caused the deficiency oriented to the manufacturing operation or process (e.g., worn die, missed operation, or contaminated cleaning solution). Explain why the deficiency was not detected by contractor's quality control/inspection system or individual performance (e.g., inadequate procedures, noncompliance with procedures, improper use of gage or test equipment, or inspection equipment out of tolerance). Explain why the Government Quality Assurance Program did not detect the deficiency.
- Block 13 - If the deficiency is the contractor's responsibility, determine if it is a random occurrence or indicative of inadequate procedures, equipment, personnel, etc. When it is indicative of a system breakdown, state what positive corrective action has been/is being taken by the contractor to correct the cause and to assure detection of the deficiency in the future. When it appears to be a random occurrence, cite in this block the rationale for this determination, addressing the adequacy of contractor's system. Also, indicate by item serial number, lot or batch number, or date when the corrective action was effected.
- Block 14 - Verify the actions taken by the contractor. State what verification actions were taken to determine adequacy. If actions taken are not adequate, cite reasons why and corrective action sought. Indicate changes or adjustments made to the Government Quality Assurance Program, or special

(70 A)

(70 A)

C. Product Quality Deficiency Investigation Report (DLA 1227)

Instructions

General. This form will be used to record deficiency report investigation findings and as the form for reply to deficiency reports. The information to be entered in each space is dependent upon the type and cause of the deficiency and the information requested may not be appropriate in all cases. The information requested is typical when the cause of the deficiency is due to nonconformance with contract requirements. When necessary, use additional sheets and identify with related block number.

- Block 1 - Enter the report control number assigned by the Activity conducting the investigation.
- Block 2 - Insert the appropriate office name and address, and the office symbol of the individual approving the report.
- Block 3 - Insert the name and address of the Activity that forwarded the report.
- Block 4 - Obtain from block 3 of the deficiency report (SF 368).
- Blocks 5-8 - Obtain from the deficiency report.
- Block 9 - Enter the Activity that discovered and reported the problem. Obtain from the deficiency report.
- Block 10 - Enter the holder of the contract under which the materiel was supplied.
- Block 11 - Identify correspondence and communications being answered or pertinent to the report. Provide a brief description of the deficiency as stated in the deficiency report.
- Block 12 - Explain what caused the deficiency oriented to the manufacturing operation or process (e.g., worn die, missed operation, or contaminated cleaning solution). Explain why the deficiency was not detected by contractor's quality control/inspection system or individual performance (e.g., inadequate procedures, noncompliance with procedures, improper use of gage or test equipment, or inspection equipment out of tolerance). Explain why the Government Quality Assurance Program did not detect the deficiency.
- Block 13 - If the deficiency is the contractor's responsibility, determine if it is a random occurrence or indicative of inadequate procedures, equipment, personnel, etc. When it is indicative of a system breakdown, state what positive corrective action has been/is being taken by the contractor to correct the cause and to assure detection of the deficiency in the future. When it appears to be a random occurrence, cite in this block the rationale for this determination, addressing the adequacy of contractor's system. Also, indicate by item serial number, lot or batch number, or date when the corrective action was effected.
- Block 14 - Verify the actions taken by the contractor. State what verification actions were taken to determine adequacy. If actions taken are not adequate, cite reasons why and corrective action sought. Indicate changes or adjustments made to the Government Quality Assurance Program, or special



actions taken or to be taken, to assure performance remains adequate and same deficiency does not exist in future deliveries. If corrective action is not necessary, explain how this independent conclusion was reached. Do not paraphrase the contractor's reply. If the contractor refuses to investigate, state the results of the independent QAR investigation.

- Block 15 - Determine by verification inspection if the same deficiency exists in current production, in current production of similar items, or in the materiel in stock, and provide the results. If the item is not being produced, so state.
- Block 16 - Indicate the condition of the exhibit. Any commitment by the contractor to repair or replace defective materiel at no cost to the Government (if not under warranty) should be included in his/ her written response to the request for investigation. Also, include the date on which the repair or replacement will be completed, or indicate the number of days required for repair or replacement from the date of receipt of the materiel.
- Block 17 - Provide any contractor or Government comments or recommendations which might be of assistance to the action point or complaining Activity, including destination and shipping dates of other shipments suspected to contain the same deficiency, and suggested disposition instructions, including need for alert notification when applicable. Identify actual or suspected technical data or design deficiencies. Also use any Service/Agency deficiency report form or method utilized to document design, development, purchasing, production, supply, maintenance, or contract deficiencies. If known or suspected fraudulent materiel is involved, it should be reported in accordance with applicable Service regulations. As applicable, provide comments regarding credit or no credit for materiel and that credit authorization be processed per DoD 4000.25-7-M.
- Block 18 - Self-explanatory.
- Block 19 - Self-explanatory.
- Block 19a - Enter the date of signature of the approving authority.
- Block 20 - Enter the name, title and phone number(s) of the investigator.
- Block 21 - Enter the name and title of the individual reviewing the reply to assure it is complete and responsive to the deficiency report.
- Block 22 - Enter the name and title of the person responsible for approving the report.

NOTE: The word contractor means the Activity responsible for performing the original work.

Encl 4  
DLAR 4155.24  
AR 702-7  
SECNAVINST 4855.5A  
AFR 74-6

DISTRIBUTION OF ELECTRONIC MAIL TRANSMISSIONS, MESSAGES OF SF 368(s)  
FOR  
REPORTING PRODUCT QUALITY DEFICIENCIES ACROSS COMPONENT LINES

A. General. Contained herein are addresses and other communication information related to the action point(s) for reporting of product quality deficiencies across Component lines. The addresses are shown by Military Service or agency. In those cases where multiple action point addresses are shown, the originating Component must determine the appropriate action point to receive the PQDR. Action point addresses can be determined from the source of supply (SOS) listed for the materiel in each Service's Management Data List (MDL). DLA maintains a listing of the integrated materiel management offices responsible for National Stock Numbers (NSN)s. Each Service is provided a periodic MDL listing of all NSNs used by that Service. Air Force creates the AF stock list, the Army, Navy, and Marine Corps use the MDL provided for their respective Services. Each Military Service/Agency originating reports is responsible for making these basic determinations. Action points receiving PQDRs that are the responsibility of another action point will forward the report to the correct addressee and send an information copy of the transmitted letter to the appropriate submitting activities. Action messages or SF(s) 368 reporting a quality deficiency condition will be forwarded across Component lines as indicated herein.

B. Reporting Product Quality Deficiencies to the Army

1. Items managed or procured by Army and determined to be defective by other Services/Agencies will be reported to the Army action points identified in the Army Management Data List. Deficiencies found at the Army retail level (Army installations/field activities) will be reported in accordance with DA Pam 738-750, The Army Maintenance Management System (TAMMS). Army aircraft items will be reported in accordance with DA Pam 738-751, TAMMS-Aviation. Deficiencies discovered at the wholesale level (AMC installations) will be reported in accordance with AMC-R 702-33, Reporting, Processing and Resolving Quality Deficiencies Within AMC. Exception: When the SOS specifies the General Materiel Petroleum Activity or the U.S. Army Support Activity, the PQDR should be sent to the U.S. Army Army Troop Support Command (TROSCOM). When the SOS specifies the U.S. Army Communications Research and Development Command or the U.S. Army Communications Security Logistics Agency, the PQDR should be sent to the U.S. Army Communication Electronics Command (CECOM).

2. Category I PQDRs will be sent by message format to the applicable action points below with an information copy to CDR AMC ALEXANDRIA VA//AMCRD-IM//. Category II PQDRs will be addressed to the applicable action point below:

Encl 4  
DLAR 4155.24/AR 702-7  
SECNAVINST 4855.5A/AFR 74-6

MESSAGE ADDRESS

ACTIVITY ADDRESS/TELEPHONE

CDRAMCCOM ROCK ISLAND IL//AMSMC-QAD//

amccom.drs@ria-emh1.army.mil

U.S. ARMY ARMAMENT, MUNITIONS  
AND CHEMICAL COMMAND  
(AMSMC-QAD)  
ROCK ISLAND, IL 61299-6000  
(309) 782-6412/DSN 793-6412  
FAX: DSN 793-6328 DODAAC:  
W81D15

CDRCECOM FT MONMOUTH NJ//AMSEL-ED-PH//

amsel-cfo@monmouth-emh3.army.mil

U.S. ARMY COMMUNICATIONS  
ELECTRONICS COMMAND (AMSEL-ED-PH)  
FT. MONMOUTH, NJ 07703-5023  
(908) 532-3808/DSN 992-3808  
FAX: DSN 922-1413 DODAAC:  
W81D16

CDRMICOM REDSTONE ARSENAL AL//AMSMI  
MMC-CS-AC//

cfo@redstone-emh2.army.mil

U.S. ARMY MISSILE COMMAND  
(AMSMI-MMC-CS-AC)  
REDSTONE ARSENAL, AL  
35898-5180  
(205) 876-3279/DSN 746-3279  
FAX: DSN 746-8973 DODAAC:  
W81D17

CDRTROSCOM ST LOUIS MO//AMSTR-MOF//

tros-drs@st-louis-emh4.army.mil

U.S. ARMY TROOP SUPPORT COMMAND  
(AMSTR-MOF)  
4300 GOODFELLOW BLVD  
ST. LOUIS, MO 63120-1798  
(314) 263-2249/DSN 693-2249  
FAX: DSN 693-1836 DODAAC:  
W81D18

CDRTACOM WARREN MI//AMSTA-QRD//

tacomdrs@tacom-emh1.army.mil

U.S. ARMY TANK-AUTOMOTIVE  
COMMAND (AMSTA-QRD)  
WARREN, MI 48090-5000  
(313) 574-5422/DSN 786-5422  
FAX: DSN 786-8725 DODAAC:  
W81D19

CDRAVSCOM ST LOUIS MO//AMSAV-QVG//

khudson@st-louis-emh4.army.mil

U.S. ARMY AVIATION SYSTEM  
COMMAND (AMSAV-QVG)  
4300 GOODFELLOW BLVD  
ST. LOUIS, MO 63120-1798  
(314) 263-1758/ DSN  
693-1758  
FAX: DSN 693-1761 DODAAC:  
58XJC

3. If the action point cannot be determined, the report shall be sent to the following address where proper routing will be accomplished:

CDRMRSA LEXINGTON KY/AMXMD-RP//

U.S. ARMY MATERIEL SUPPORT

amxmd-rp@lexington-emhl.army.mil

COMMAND (AMXMD-RP)  
LEXINGTON, KY 40511-5105

C. Reporting Product Quality Deficiencies to the Navy

Send PQDRs on Navy managed/procured items to the applicable address below:

1. For the Tomahawk All-Up-Round:

NAVAIRWARCENWPNDIV

NAVAL AIR WARFARE CENTER  
WEAPON DIVISION  
ATTN: CODE 3682 (C2582)  
CHINA LAKE, CA 93555-6001  
(619) 939-8066/DSN 551-8066  
DODAAC : N60530  
FAX: (619) 939-1765

2. For the Tomahawk Weapon Control System and Armored Box Launching System:

PHD NSWC

NAVAL SURFACE WARFARE CENTER  
PORT HUENEME DIVISION  
ATTN: CODE 5C22  
4363 MISSILE WAY  
PORT HUENEME, CA  
93043-5007  
(805) 982-8492/DSN 551-8492  
DODAAC: N63394  
FAX: (805) 982-0876

3. For items managed/procured by Naval Air Systems Command:

NAVAIRSYS COM QADSEC WASHINGTON DC//  
AIR-51624//

COMMANDER NAVAL AIR SYSTEMS  
COMMAND (AIR-51624)  
WASHINGTON NAVY YARD  
WASHINGTON, DC 20374-5162  
(202) 433-4516/DSN 288-4516  
DODAAC: N00019  
FAX: (202) 433-6672

4. For items managed/procured by Space and Naval Warfare Systems Command:

COMSPAWARSYS COM WASHINGTON DC//  
SPAWAR-003-23//

COMMANDER, SPACE AND NAVAL  
WARFARE SYSTEMS COMMAND  
(SPAWAR-003-23)  
WASHINGTON, DC 20363-5100  
(202) 692-7538/DSN 222-7538  
DODAAC: N00039  
FAX: (202) 746-0312

5. For items managed/procured by Naval Supply Systems Command:

FLEMATSUPPO MECHANICSBURG PA//FMSO 91423//

COMMANDING OFFICER, NAVY  
FLEET MATERIAL SUPPORT OFFICE  
(FMSO 9142)  
MECHANICSBURG, PA 17055  
(717) 790-2319/DSN  
430-2319  
DODAAC: N00367  
FAX: (717) 790-5043

6. For items managed/procured by Naval Sea Systems Command:

NAVSEA DET NMQAO PORTSMOUTH NH

DIRECTOR, NAVAL SEA SYSTEMS  
COMMAND DETACHMENT,  
NAVAL  
MATERIAL QUALITY  
ASSESSMENT  
OFFICE (NAVSEADET NMQAO)  
FEDERAL BUILDING, ROOM 423  
80 DANIEL STREET  
PORTSMOUTH, NH 03801  
(603) 431-9460/DSN  
684-1712  
DODAAC: N42192  
FAX: (603) 431-9464

7. For items managed/procured by Naval Facilities Engineering Command:

CBC PORT HUENEME CA//CODE 1541//

COMMANDING OFFICER, NAVAL  
CONSTRUCTION BATTALION  
CENTER (CODE 1541)  
PORT HUENEME, CA  
93043-5000  
(805) 982-3451 x497  
DSN 360-3451 x497  
DODAAC: N62583  
FAX: (805) 982-5922

D. Reporting Product Quality Deficiencies to the Air Force

Message Address

Activity Address/Telephone

1. For all PQDRs prime at Oklahoma City ALC:

OC-ALC TINKER AFB OK//TICLA//

Oklahoma City ALC  
(OC-ALC/TICLA)  
Tinker AFB, OK 73145-5990  
(405) 736-4227/DSN 336-4227  
FAX: AV 884-2179

2. For all PQDRs prime at Ogden ALC:

OO-ALC HILL AFB UT//PKDAQ//

Ogden ALC (OO-ALC/PKDAQ)

Hill AFB, UT 84056-5990  
(801) 777-8426/DSN 458-8426  
FAX: DSN 458-8498

3. At San Antonio ALC, PQDRs shall be reported according to item, as follows:

a. For all PQDRs on aircraft-related items:

SA-ALC KELLY AFB TX//LARQ//	San Antonio ALC (SA-ALC/LARQ) Kelly AFB, TX 78241-5990 (512) 925-6078/DSN 945-6078 FAX: DSN 945-3170
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b. For all PQDRs on commodities:

SA-ALC KELLY AFB TX//LDCQ//	San Antonio ALC (SA-ALC/LDCQ) Kelly AFB, TX 78241-5990 (512) 925-6358/DSN 945-6358 FAX: DSN 945-3170
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c. For all PQDRs on engine/propulsion-related items:

SA-ALC KELLY AFB TX//LPRQ//	San Antonio ALC (SA-ALC/LPRQ) Kelly AFB, TX 78241-5990 (512) 925-8751/DSN 945-8751 FAX: DSN 945-3170
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d. For all PQDRs on liquid propellants and petroleum products, FSG-91; chemicals, liquid and compressed gases, FSG-68; compressed cylinders, FSG-8120; and MMAC-YD:

SA-ALC KELLY AFB TX//SFT//	San Antonio ALC (SA-ALC/SFT) Kelly AFB, TX 78241-5990 (512) 925-7613/DSN 945-7613 FAX: DSN 945-3170
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e. For all PQDRs on NOCM items with MMAC CM and NOCM items:

SA-ALC KELLY AFB TX//SWPP//	San Antonio ALC (SA-ALC/SWPP) Kelly AFB, TX 78241-5990 (512) 925-3051/DSN 945-3051 FAX: DSN 945-3170
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4. For all PQDRs prime at Sacramento ALC:

SM-ALC MCCLELLAN AFB CA//TILE//	Sacramento ALC (SM-ALC/TILE) McClellan AFB CA 95652-5990 (916) 643-4355/DSN 633-4355 FAX: DSN 633-6800
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5. For all PQDRs prime at Warner Robins ALC (including vehicles):

WR-ALC ROBINS AFB GA//LZBS//

WR-ALC/LZBS  
Robins AFB, GA 31098-5365  
(912) 926-9534/DSN 468-9534  
FAX: DSN 468-0711

6. All PQDRs on Federal Stock groups 59 and 60 and Federal Supply Class 6145 items source coded (S9E, S9G, S9I) to DLA.

Message address: OLAR 2750 LOG GENTILE AFS OH/ES//

NOTE: If the applicable SOS/action point cannot be determined, the report will be sent to the following address where proper routing will be accomplished:

HQ AFLC WRIGHT-PATTERSON AFB OH/MMQB//

HQ AFLC/MMQB  
Wright-Patterson AFB, OH  
45433-5001  
(513) 257-6021/DSN 787-6021

E. Reporting Product Quality Deficiencies to the Marine Corps

COMMARCORLOGBASES ALBANY GA//CODE 808-1//

COMMANDER, MARINE CORPS LOGISTICS  
BASES (ATTN: CODE 808-1)  
ALBANY, GA 31704-5000  
(912) 439-5291/DSN 567-5291  
FAX: (912) 439-5631/DSN  
567-5631

F. Reporting Product Quality Deficiencies to DLA

1. For Clothing and Textile items managed/procured by Defense Personnel Support Center:

DPSC PHILADELPHIA PA//DPSC-FODR//

COMMANDER, DEFENSE PERSONNEL  
SUPPORT CENTER  
ATTN: DPSC-FODR 2800 SOUTH  
20th STREET  
PHILADELPHIA, PA 19101-8419  
(215) 737-3014/DSN 444-3014  
FAX: (215) 737-3806  
E-MAIL: paa4022@dpsec.dla.mil

2. For Medical Devices, Medical Equipment, and Drugs managed/procured by Defense Personnel Support Center:

DPSC PHILADELPHIA PA//DPSC-MOSR//

COMMANDER, DEFENSE PERSONNEL  
SUPPORT CENTER  
ATTN: DPSC-MOSR  
2800 SOUTH 20th STREET

Encl 4  
DLAR 4155.24/AR 702-7  
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PHILADELPHIA, PA 19101-8419  
(215) 737-2611/DSN 444-2611  
FAX: (215) 737-2666  
E-MAIL: paa3152@dpasc.dla.mil

3. For other items managed/procured by Defense Logistics Agency Supply Centers:

DCSC COLUMBUS OH//DCSC-OSI//

COMMANDER, DEFENSE CONSTRUCTION  
SUPPLY CENTER  
ATTN: DCSC-OSI  
P. O. BOX 3990  
COLUMBUS, OH 43216-5000  
(614) 238-2089/DSN 850-2089  
FAX: (614) 238-1374  
E-MAIL: cof0903@dcsc.dla.mil

DESC DAYTON OH//DESC-OSIA

COMMANDER, DEFENSE ELECTRONICS  
SUPPLY CENTER  
ATTN: DESC-OSIA  
1507 WILMINGTON PIKE  
DAYTON, OH 45444-5000  
(513) 296-5990/DSN 986-5990  
FAX: (513) 296-6493  
E-MAIL: eol1688d@desc.dla.mil

DFSC CAMERON STATION VA//DFSF-QRB//

COMMANDER, DEFENSE FUEL SUPPLY  
CENTER  
ATTN: DFSC-QRB  
CAMERON STATION  
ALEXANDRIA, VA 22304-6160  
(703) 274-7500/DSN 284-7500  
FAX: (703) 274-6795  
E-MAIL: loppenheim@dfsc.dla.mil

DGSC RICHMOND VA//DGSC-OSIE//

COMMANDER, DEFENSE GENERAL  
SUPPLY CENTER  
ATTN: DGSC-OSIE  
RICHMOND, VA 23297-5000  
(804) 275-4158/DSN 695-4158  
FAX: (804) 275-5277  
E-MAIL: qdr9898@dgsc.dla.mil

DISC PHILADELPHIA PA//DISC-OCRP//

COMMANDER, DEFENSE INDUSTRIAL  
SUPPLY CENTER  
ATTN: DISC-OCRP  
700 ROBBINS AVENUE  
PHILADELPHIA, PA 19111-5096  
(215) 697-4527/DSN 442-4527  
FAX: (215) 697-5726  
E-MAIL: iosiqdr@disc.dla.mil

NOTE: Telephone notification of Category I deficiencies can only be



received during normal duty hours.

G. Reporting Product Quality Deficiencies to the National Security Agency

DIR NSA  
FORT MEADE, MD

DIRECTOR, NATIONAL SECURITY AGENCY  
ATTN: L111  
9800 SAVAGE ROAD  
FT. GEORGE G. MEADE, MD 20755

H. Reporting Product Quality Deficiencies to the General Services Administration

1. Send copies of the SF 368 in triplicate or message format (action reports) to the office listed below when prescribed in enclosure 5.

General Services Administration  
National Customer Service Center 1500 East Bannister Road  
Kansas City, MO 64131-3088  
Communications Routing Indicator:  
RUEVFXE (unclassified)  
Commercial: (816) 926-7447  
DSN: 465-7447  
DoDAAC: 476437

2. Information copies are to be sent to the following address when reporting Category I product quality deficiency condition:

General Services Administration, FSS  
Office of Quality and Contract Administration  
Quality Assurance Division (FQA)  
1941 Jefferson Davis Hwy, CM #4, Rm 1122  
Washington, DC 20406  
Communication Routing Indicators:  
RUEVFWM (unclassified)  
RULSSAA (classified)  
COMMERCIAL: (703) 305-6515  
COMM FAX: (703) 305-3718  
DoDAAC: 473082

I. Reporting of Product Quality Deficiencies to Contract Administration Service Components. Contract Administration organizations responsible for inspection and/or acceptance of product are listed in DLAH 4105.4.

Encl 5  
DLAR 4155.24  
AR 702-7  
SECNAVINST 4855.5A  
AFR 74-6

#### PROCESSING DEFICIENCY REPORTS ON GSA ITEMS

- A. Items Shipped or Directed for Shipment by GSA. Except as otherwise prescribed in paragraphs C or D, below, the PQDR will be sent to the appropriate office as shown in enclosure 4, paragraph H, when the product provided was:
1. Shipped to the user either directly or indirectly from a GSA facility.
  2. Shipped to the user from a DoD depot or another Government activity as directed by GSA.
  3. Purchased by GSA for the user and inspected by GSA.
- B. Items Ordered by a DoD Activity from a GSA Federal Supply Schedule Contract. Except as otherwise specified in paragraphs C or D, below, when inspection is performed by:
1. An activity other than GSA, the report will be sent for action to the DoD purchasing office which initiated the specific delivery order for the product in question. The DoD purchasing office will attempt to obtain satisfactory corrective action from the supplier. When such attempts are unsuccessful, repetitive, or significant instances are experienced, provide the report furnishing complete details and copies of all pertinent correspondence to the GSA office executing the contract, not the office shown in enclosure 4, paragraph H. The address of the office executing the contract is shown in the Federal Supply Schedule.
  2. GSA, the report will be sent to the servicing GSA office as shown in enclosure 4, paragraph H.
- C. Items Covered by a Manufacturer's Commercial Warranty. Certain items obtained from GSA, through GSA, or from GSA contracts are covered by a manufacturer's commercial warranty. This warranty is provided for commercial as well as Government customers. Complaining activities should try to resolve all problems on items that are covered by commercial warranties. If the contractor replaces or corrects the item, an SF 368 in duplicate should be sent to the GSA National Customer Service Center at the address listed in enclosure 4. The resolution of the case should be clearly stated in the text of the SF 368. This information will be maintained as a quality history file for use in future procurements. If the contractor refuses to correct, or fails to replace either a defective item or an aspect of service under the warranty, forward SF 368 along with copies of all pertinent correspondence to the office of the appropriate contracting officer.
- D. Purchased by GSA for User but not Inspected by GSA. Complaining activities should try to resolve all problems of this nature with the vendor. If the contractor refuses to correct, or fails to replace a defective item, forward SF 368 along with copies of all pertinent correspondence to the GSA office executing the contract which should be written in the contract or purchase order.

Encl 6  
DLAR 4155.24  
AR 702-7  
SECNAVINST 4855.5A  
AFR 74-6

#### PRODUCT QUALITY DEFICIENCY REPORT SUMMARY CODE

A. GENERAL. For effective utilization of PQDR history by Components, a PQDR Summary Code may, at the discretion of each Service/Agency, be established for every PQDR case upon closure of that case. The code will be used for a quick reference for the following general categories: (1) defect responsibility, (2) severity of the defect, (3) broad classification of the cause, (4) detailed cause of the defect, (5) corrective action taken as a result of the defect, and (6) disposition of the defective materiel. The code will be initiated by the investigation activity, recorded in the "remarks" section of the applicable report (e.g., section 17 of DLA Form 1227, line 17 of the message format) and finalized by the appropriate service action point. It will be stored in the appropriate PQDR data base and be accessible both within and outside the action point.

#### B. SEGMENT DEFINITIONS

1. SEGMENT 1, DEFICIENCY RESPONSIBILITY CODE: These codes are used primarily to determine who (contractor or Government) was responsible/liable for the reported or any other deficiency found during the investigation. They are used in evaluating the contractor's/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.

2. SEGMENT 2, SEVERITY: These codes identify the severity of the defect in accordance with the definitions for critical, major, and minor defects found in enclosure 1.

3. SEGMENTS 3 AND 4, BROAD/DETAILED CAUSE CODE: These codes are used to define/identify more clearly the root cause of the problem. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. Upon further investigation, it was determined that the fluid itself was contaminated during its manufacture causing the distortion to the seal. The root cause was defective fluid.

4. SEGMENT 5, CORRECTIVE ACTION CODE: These codes identify the action taken by the contractor to correct the root cause of the reported or discernible discrepancy/deficiency and to prevent recurrence.

5. SEGMENT 6, MATERIEL DISPOSITION CODE: These codes describe the disposition of the deficient materiel. The disposition codes will be used to start the process of exhibit management.

C. CODE STRUCTURE. The code will be an eight-character code divided into six segments as indicated in the paragraph above. The characters, code

words, and their meanings will be as follows:

SEGMENT 1 - RESPONSIBILITY - 1st Position

- A = PRIVATE CONTRACTOR - The defect occurred at a contractor-operated facility and was determined to be a contractor's error.
- B = PROCUREMENT AGENCY - The defect was as the result of a faulty procurement package.
- C = GOVERNMENT CONTRACTOR (MFR) - The defect was determined to be a manufacturing error and occurred at a Government operated manufacturing facility.
- D = DESIGN AGENCY - The defect was due to a faulty TDP.
- E = GOVERNMENT OVERHAUL FACILITY - The defect occurred at a Government operated overhaul facility - not including field maintenance.
- F = USING ACTIVITY - The defect occurred as a result of user error.
- G = GOVERNMENT SUPPLY ACTIVITY - The defect occurred at a supply facility.
- H = UNKNOWN - Cause of the defect could not be determined.
- I = INVALID REPORT - The PQDR did not meet any of the above categories or other requirements of DLAR 4155.24 and was considered invalid.

SEGMENT 2 - SEVERITY OF DEFECT - 2d Position

- 1 = Critical
- 2 = Major
- 3 = Minor
- 4 = Severity unknown
- 5 = No defect found

SEGMENT 3 - BROAD CAUSE OF DEFECT - 3d Position

- C = CONTRACT ERROR - The actual contract was in error; i.e., wrong part number called out, wrong specification cited, etc.
- D = TDP/DESIGN ERROR - Contractor met requirements but TDP was inadequate and resulted in defective materiel.
- M = MAINTENANCE ERROR - Defect occurred during the repair of the item.
- N = CONTRACTOR NONCOMPLIANCE - Contractor failed to meet one or more contractual requirements resulting in defective materiel.
- P = PART APPLICATION - Part complies, but is not usable in the application.
- S = SHELF-LIFE PROBLEM - The item's shelf-life was expired.
- U = MISUSE OF ITEM - User caused the defect through misuse/misapplication.
- X = UNDETERMINED CAUSE - Investigation did not reveal the root cause.
- Z = NOT APPLICABLE

SEGMENT 4 - DETAILED CAUSE - 4th, 5th, and 6th Position

- 1AA = INCORRECT MATERIEL

1AB = POOR WORKMANSHIP  
1AC = WELDING  
1AD = PROTECTIVE COATING  
1AE = IMPROPER MARKING  
1AF = IMPROPER INSTALLATION  
1AG = DIMENSIONAL NONCONFORMANCE  
1AH = MANUFACTURING PROCESS  
1AI = INADEQUATE SOLDERING  
1AJ = IMPROPER LUBRICATION  
1AK = DOCUMENTATION MISSING (I.E., SOFTWARE)  
1AL = MISSING HARDWARE  
1AM = DAMAGED (HANDLING)  
1AN = COMPONENT FAILURE

2AA = INCORRECT TDP  
2AB = INCOMPLETE TDP  
2AC = OUTDATED TDP  
2AD = INADEQUATE TEST PROCEDURES  
2AE = INCORRECT MECHANICAL DESIGN  
2AF = INCORRECT ELECTRICAL DESIGN  
2AG = INADEQUATE CONFIGURATION CONTROL

3AA = INADEQUATE QA REQUIREMENTS  
3AB = WRONG ITEM  
3AC = PROCURED TO WRONG DRAWING REVISION  
3AD = IMPROPER MAINTENANCE PROCEDURE  
3AE = INCOMPLETE OVERHAUL  
3AF = IMPROPER TORQUE

4AA = EXPIRED SHELF-LIFE  
4AB = INAPPROPRIATE SHELF-LIFE  
4AC = IMPROPERLY EXTENDED SHELF-LIFE  
4AD = TECHNICAL MANUAL ERROR  
4AE = IMPROPER FIELD FIX  
4AF = NORMAL WEAR AND TEAR

9ZZ = NOT APPLICABLE

SEGMENT 5 - CORRECTIVE ACTION TAKEN - 7th Position

A = PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS)  
C = INITIATE CLASS 1 ECP  
D = INITIATE CLASS 2 ECP  
E = REVISE TEST PROCEDURES  
F = REVISE SPECIFICATION/DRAWING/TECHNICAL ORDERS, PUBLICATIONS,  
MANUALS  
G = ISSUED TECHNICAL/SAFETY BULLETINS  
H = IMPROVE PACKAGING  
I = CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS  
P = POLICY CHANGE  
Z = NOT APPLICABLE

SEGMENT 6 - DISPOSITION OF DEFECTIVE MATERIEL - 8th Position

Encl 6  
DLAR 4155.24/AR 702-7  
SECNAVINST 4855.5A/AFR 74-6

- 1 = TO BE REPAIRED BY CONTRACTOR (AT NO COST TO GOVT)
- 2 = REPAIRED BY USING ACTIVITY - NOT CONTRACTOR REPRESENTATIVE
- 3 = TO BE REPAIRED BY GOVT - DEPOT/OVERHAUL FACILITY
- 4 = SCRAP
- 5 = USE-AS-IS
- 6 = EXHIBIT DESTROYED/NOT AVAILABLE
- 7 = NOT USED
- 8 = EXHIBIT REQUESTED BUT NEVER RECEIVED
- 9 = UNDETERMINED
- 0 = NONE OF THE ABOVE
- Z = NOT APPLICABLE

## APPENDIX A

### DLA PRODUCT QUALITY DEFICIENCY REPORT PROGRAM (Supplementation is permitted by Defense Contract Management Districts (DCMDs))

#### I. PURPOSE AND SCOPE

A. This appendix and DLAR 4155.24 together implement DoD policy, establish procedures, and assign responsibility for the processing of deficiency reports related to unsatisfactory materiel, to assure that effective corrective action is taken to prevent the recurrence of defective products from being purchased or shipped.

B. To establish a Deficiency Report Program (DRP) for the investigation, evaluation, and resolution of deficiencies reported on products procured via Government contracts under the administrative cognizance of DLA. This appendix is applicable to HQ DLA, DCMDs, Defense Contract Management Area Operations (DCMAOs), and Defense Plant Representative Offices (DPROs).

C. The provisions of this appendix apply to the receipt and processing of the following deficiency reports. (See enclosure 1.)

1. SF 368, Product Quality Deficiency Report (see DLAR 4155.24 Reporting of Product Quality Deficiencies Across Component Lines [Joint Order]).

2. SF 364, Report of Discrepancy (see DLAR 4140.55, Reporting of Item and Packaging Discrepancies [Joint Order], and DLAR 4140.60, Processing Discrepancy Reports Against Military Sales Shipments [Joint Order]).

3. SF 380, Reporting and Processing Medical Materiel Complaints/Quality Improvement Report (see DLAR 4155.28, Reporting and Processing Medical Materiel Complaints).

4. DD Form 1608, Unsatisfactory Material Report (Subsistence), (see DLAR 4155.3, Inspection of Subsistence Supplies and Services [Joint Order], and DLAR 4155.26, DoD Hazardous Food and Nonprescription Drug Recall System [Joint Order]).

5. Letters or messages that report receipt of unsatisfactory materiel which has been accepted and/or inspected at source on a contract administered by DLA.

D. The following reports and types of deficiencies are excluded from the provisions of this appendix.

1. SF 361, Transportation Discrepancy Report (see DLAR 4500.15, Reporting of Transportation Discrepancies in Shipments [Joint Order]). These reports come under the purview of, and are to be forwarded to, the transportation and packaging element.

2. Reports of deficiencies pertaining to subcontracted supplies determined to be unsatisfactory when received by the prime contractor.

#### II. POLICY

A. Thorough and timely actions shall be taken upon receipt of deficiency reports.

B. Action (deficiency) reports shall be investigated in an expeditious manner so that the cause can be promptly determined, action to prevent recurrence can be initiated, deficiencies can be corrected, and the reporting activity can be advised of results.

C. Information (deficiency) reports shall be reviewed in an expeditious manner to ascertain whether further action is necessary. Although originators of information reports do not routinely require a specific action/response, the reports may require some action by DCMC, (e.g., investigation, documentation, upgrade to action report, etc).

D. The appropriate contractor shall be provided with a copy of the deficiency report by the cognizant Defense Contract Management Command (DCMC) office. When a DCMC investigation is required, the contractor shall be requested to conduct an investigation and provide a response describing findings and corrective action taken. If a contractor refuses to participate in a deficiency report investigation, the contractor's reasons for refusing to participate in the process shall be evaluated and documented; and, as applicable, Administrative Contracting Officer (ACO) assistance shall be requested, and/or a separate Contract Administration Office (CAO) investigation be conducted. Failure to obtain a contractor response does not relieve the DCMC investigator of the responsibility for conducting an investigation.

E. All deficiency reports that apply to this appendix, including items under warranty and information reports, shall be entered into the DCMC QA PQDR system so that complete quality deficiency data are readily available for management use for such purposes as preaward surveys, quality system reviews, and trend analysis.

F. All deficiency reports received from the National Aeronautics and Space Administration (NASA) shall be processed as action reports unless specifically identified as information. Use the special form provided by NASA to reply to their deficiency reports. If the form is not provided, reply by DLA Form 1227, Product Quality Deficiency Investigation Report.

G. When deficiency reports are received directly from a foreign government, use the special response form which is provided. If the form is not provided, reply by DLA Form 1227.

H. Deficiency reports will not be downgraded in category or classification without the concurrence of the activity from which received. Deficiency reports may be challenged when considered to be inappropriately categorized or classified (category I in lieu of category II, or action in lieu of information). Deficiency reports representing the same defect shall be downgraded to information with a referral report control number of the deficiency report where an investigation is in process or has been completed as to cause and corrective action.

I. Telephonic inquiries will be made to the point from which the deficiency report was received when the deficiency report contains inadequate or incomplete information that prevents processing of the deficiency report. Only when repeated attempts fail, will deficiency reports be returned to the sender.

J. Defective Government property, Government-furnished equipment/ Government-furnished materiel (GFE/GFM), received by the contractor as part of a contract shall be reported in accordance with enclosure 2 of this appendix.

III. BACKGROUND. DoD Instruction 5000.2, Defense Acquisition Management



Policy and Procedures, directs the establishment of a product deficiency reporting and data feedback system within each DoD component. Joint Services/DLA directive DLAR 4155.24 and other joint directives identified in paragraph I.C establish the procedures for product deficiency reporting in the DoD. Within DCMC, the Quality Assurance (QA) element is the central point for receipt, investigation, and corrective action related to deficiency reports forwarded to the CAO cognizant of the involved contractor's facility. Upon receipt of unsatisfactory materiel, a report, such as those listed in paragraph I.C, is submitted by the user to the procurement office or supply source in accordance with applicable component agency directives. The various reports (i.e., SF 368, SF 364) are then endorsed to the appropriate CAO which inspected and/or accepted the materiel for appropriate investigation and action.

IV. SIGNIFICANT CHANGES. DLAR 4155.24 and appendix A represent the requirements and responsibilities for the deficiency report program to be used by the DCMDs of DLA.

#### V. RESPONSIBILITIES

##### A. HQ DLA

1. The Executive Director, Quality Assurance, DLA (DLA-Q) will be responsible for overall management of the DRP.

2. The Team Leader, Product Integrity and Customer Support Team, Executive Directorate, Quality Assurance (DLA-QP) will:

- a. Maintain staff supervision over the DRP.
- b. Review the DCMD's implementation of the program.
- c. Perform liaison with the Military Services, General Services Administration (GSA), and other agencies to assist in the timely resolution of deficiency problems.

##### B. DLA Field Activities

1. The Commanders, DCMDs will implement the DRP in compliance with the purpose and policy outlined herein.

2. The DCMD Directors, Quality Assurance will be responsible for overall staff supervision and management of the program within the District and will:

a. Appoint a District Deficiency Report Program Manager (DRPM) and alternate to perform the functions outlined in subparagraph 7 below. The DRPM shall have a well-rounded background and be fully familiar with the program at various levels within the District. The name and telephone number of each manager and alternate will be provided to DLA-QP upon appointment.

b. Assure audits and training of DRPMs are performed to assure correct administration and effectiveness of the DRP.

c. Assure evaluation and administration of the Government-Industry Data Exchange Program (GIDEP) ALERTS are being accomplished by DCMAOs/DPROs in accordance with DLAM 8200.2, Procurement Quality Assurance Support Manual for Defense Contract Administration Services, and subparagraph 5e below.

3. The Commanders, DCMAOs and DPROs will:

a. Actively participate to assure implementation and continuation of a viable and responsive investigating and reporting program. Management of the DRP shall be the primary responsibility of the DRPMs assigned at DCMAOs and DPROs.

- b. Approve final replies to category I deficiency reports.
- 4. The Chiefs, Contract Management Divisions, DCMAOs and DPROs will:
  - a. When notified by the Quality Assurance Division DRPM that an exhibit is no longer required after completion of the investigation, follow requirements of DLAR 4155.24, enclosure 2, paragraph IIG, Exhibit Disposition (After Completion of the Investigation).
  - b. Take appropriate action to resolve referred deficiency report cases which resulted from any of the conditions cited in subparagraph 8q below. Advise the QA Division DRPM of the results obtained.
  - c. Take action to resolve all Transportation Discrepancy Reports.
  - d. Take appropriate action to resolve referred packaging, packing, and marking deficiency cases which are attributable to other than nonconformance to contract requirements, within the processing times specified in DLAR 4155.24, enclosure 2, figure 5. Provide one copy of the response to the QA Division DRPM.
  - e. When requested, furnish technical transportation and packing assistance to QA Division DRPM for investigation of a deficiency report.
- 5. The Chiefs, Quality Assurance Divisions, DCMAOs and DPROs will:
  - a. Assure all received deficiency reports are properly controlled, processed, and completed in accordance with the provisions and timeframes of DLAR 4155.24 and this appendix. Conduct periodic management reviews of deficiency report performance, to determine need for increased attention to problem contractors, improvements to the In-Plant Quality Evaluation Program and adequacy of final replies.
  - b. Appoint a Division DRPM and alternate to perform overall management, control, and coordination functions for the CAO, as outlined in subparagraph 8, below. The DRPM and alternate shall have a well-rounded background and be fully familiar with the program at various levels within the Division.
  - c. Review final replies to category I reports indicating concurrence by initialing block 21 of DLA Form 1227, or on DD Form 173, Joint Message Form, prior to forwarding to the CAO Commander for approval and signature. Approve Category I and Category II deficiency report interim replies and category II final replies.
  - d. Assure engineering/technical and safety support is provided to complete a thorough investigation of deficiency reports identified in subparagraph 6 below. Request District, contract management, and buying office support in cases where additional technical assistance is required.
  - e. Assure that GIDEP ALERTS received by the CAO are reviewed by the Division to identify those which do or may apply to an assigned manufacturer or to an assigned Government contract. Take appropriate action to route the ALERTS to QA personnel for information or for special action to investigate and obtain corrective action.
- 6. The Chiefs, Technical Management Divisions, Specialized Safety and Flight Operations Divisions, and Operations Support Branches will provide technical support as required to:
  - a. Participate in or conduct investigations.
  - b. Periodically review the adequacy of the deficiency report program.
  - c. In addition to subparagraphs a and b above, the Chief, Operations Support Branch, shall assure investigation participation by a staff engineer/ technical specialist in all category I deficiency reports and those category II reports associated with part failures, breakage, or

the improper functioning of an assembly. The engineer/technical specialist shall also prepare or provide input to DLA Form 1227 replies to these reports. (See enclosure 3 to the DLAR 4155.24.)

7. The District DRPM will:

a. Manage the deficiency reports program for the District and provide on-the-job training and assistance as needed or requested.

b. Communicate to DLA-QP by electronic mail (or telephone) the occurrence of any significant development, finding, or event during the course of a PQDR investigation (e.g., indication of fraud, confirmed improper performance of DLA personnel, problem is being escalated to higher command within the Service, congressional involvement, or Service stocks of the item will be critically affected). Upon completion of the investigation, a copy of the final reply will be provided to DLA-QP.

c. Review the District monthly reports for accuracy. The summary data must be auditable, e.g., the previous month's on-hand total after adding current month's receipts and deducting current month's completion must equal the current month's total on-hand. When errors occur, assure corrections are initiated and entered into the system.

d. At the end of each quarter, review the deficiency report data from the automated reports available to the District.

e. Evaluate the administration and effectiveness of the DRP at each CMAO/DPRO within the District to include the accuracy of data contained in the QA Product Quality Deficiency Report (QA-PQDR) data base. Prioritize the frequency and extent of reviews based on need and evaluation findings; however, no individual CAO's evaluation should exceed 2 years. A request for Internal Review Audit should also be initiated when circumstances warrant.

f. Annually, during the month of January, prepare a list of DCMD, DCMAO, and DPRO DRPMs and distribute to DLA-QP, the DRPM at each District, and the Focal Point at each Defense Supply Center. This will be accomplished by preparing and maintaining the list in the Distributed Minicomputer System (DMINS) and distributing via electronic mailing. Create a DMINS mailing list which will allow simultaneous electronic mailing of the DRPM list to DLA-QP, the Districts, and supply centers. The DRPM list will contain the name of each DRPM, office code, telephone number (commercial and DSN), and electronic mail address.

8. Quality Assurance Division DRPMs at DCMAOs and DPROs will:

a. Manage the Deficiency Reports Program by interaction with higher level management, Service/agency points, contractors, and investigators. Provide direction and assistance to other CAO personnel to assure that contractors take comprehensive, meaningful, and timely corrective action, when required. Assure recommended changes or the need for corrective actions are provided to Service activities in final replies for deficiencies that are related to contract, design, and technical data problems. Utilize DD Form 1716, Contract Data Package Recommendation/Deficiency Report, when applicable.

b. Determine the proper activity for conducting investigations and obtaining corrective action for deficiency reports identified in paragraph IC. Process for investigation those deficiency reports received on the wrong form, provided the format includes sufficient data for investigative purposes.

c. Together with the contractor and, as necessary, the investigator determine if an exhibit is essential to the investigation. This applies

to all contracts, open as well as closed. If the contractor desires that the exhibit be returned to the facility, request from the contractor: acknowledgment that performance of the investigation costs will not be at the expense of the Government; and a proposed timeframe for completion of the investigation. Within 7 days after receipt of a PQDR, via message to the action point or, if authorized, to the exhibit holder, either: request the exhibit and provide disposition instructions; or advise that exhibit is not needed. In accordance with MIL-Q-9858, Quality Program Requirement, contractors are required to conduct a corrective action investigation (see subparagraph q below, and DLAR 4155.24, enclosure 2, paragraph IIB for additional guidance).

d. Receive, screen, and process all action and information deficiency reports. In conjunction with supervisory personnel or the QAR, determine appropriate classification for reports not previously classified by the initiator. Determine if an identical deficiency is currently under investigation or has been resolved in a previous report. When this situation exists, the report should be accepted as an information report, following proper communication with the cognizant screening point. Make a decision with the contractor on the disposition (i.e., repair, replace, unnecessary for the investigation, etc.) of materiel affected by the downgraded PQDR and notify the action point by letter/message providing disposition instructions. Refer to the previous report in the response. Deficiency reports associated with warranty product shall be treated as action, provided the deficiency occurred on new materiel (DLAR 4155.24, enclosure 1, Definitions); otherwise, they should be treated as information reports.

e. Notify the DCMAO/DPRO Commanders, through channels, and use electronic mail or telephone to notify the District DRPM immediately upon receipt of a category I deficiency report, and when any other deficiency report is subsequently classified category I, giving the following information:

- (1) Item and National Stock Number (NSN).
- (2) End item used on.
- (3) Contract number.
- (4) Contractor/location.
- (5) CAO.
- (6) District action officer. (Individual to be contacted regarding the deficiency reports or status thereof.)
- (7) From whom report received.
- (8) Date report received.
- (9) Report initiator.
- (10) Specifics of deficiency.
- (11) Deficiency category.
- (12) Action being taken.
- (13) Assistance requested from (if applicable).
- (14) DCMC control number. During the course of the investigation, until the final reply can be provided, notify the Commander and the District DRPM of any significant developments. Send the original of the final reply with all essential support data to the DCMAO/DPRO Commander for approval. Provide a copy of the approved reply with all essential supporting data to the District DRPM.

f. Forward any misrouted deficiency reports directly to the cognizant CAO, as specified in DoD 4105.59-H, DoD Directory of Contract

Administration Services Components, and send a copy of the forwarding correspondence to the activity from which the report was received. When deficiency reports do not contain sufficient information to conduct an investigation or lack essential communication information (e.g., commercial phone numbers, DODAAC) contact, by most expeditious means available, the activity from which the report was received to obtain required information. If such information cannot be obtained from the action point, the deficiency report will be returned to the action point with a letter of explanation.

g. Notify the appropriate service screening/action point by phone or electronic means of the receipt of a report from an office other than one listed in this document as an authorized action point. Request their guidance in determining if the report should be treated as an investigation or as an information report.

h. If the report is against material for which DCMC did not have inspection or acceptance contract administration responsibility, return the report with a letter of explanation.

i. As necessary, receive from or send to other support points SFs 368 and requests for investigation. (Note: Every attempt shall be made to accomplish this added support point effort within the overall response times identified in subparagraph n below.)

j. When the CAO cognizant of a prime contractor receives a report involving materiel shipped from another division or from a subcontractor's manufacturing location, provide copies of the report to the prime contractor and to the CAO cognizant for inspection and/or acceptance. The CAO cognizant for inspection and/or acceptance will investigate and reply to the report.

k. When the CAO cognizant for inspection and/or acceptance at a subcontractor receives a report directly from an action point, provide an information copy of both the report and the investigation reply to the prime contractor CAO. The prime contractor CAO will notify the prime contractor, in writing, of the report, provide results of investigation, and request corrective action to prevent a recurrence of the deficiency. Provide a copy of the prime contractor's response to the subcontractor CAO.

l. In either case, the DRPM located at the CAO cognizant for inspection and/or acceptance will enter the report into the QA-PQDR program, make replies directly to the action point, and provide information copies of pertinent correspondence to the prime contractor CAO. If the subcontractor is unresponsive to the CAO cognizant for inspection and/or acceptance, the prime contractor CAO shall be expeditiously notified.

m. For a Category I report, provide an interim or final reply to the action point within 20 calendar days when no exhibit is requested, or within 20 days after receipt of the requested exhibit. For a Category II report, provide interim or final replies within 30 calendar days when no exhibit is requested, or 30 days after receipt of a requested exhibit. On interim replies obtain the information directly from the investigator. Review all replies to deficiency reports and provide concurrence by initialling and dating block 21 of the DLA Form 1227 prior to obtaining the QA Division Chief's signature. Assure reports are comprehensive and not superficial or "canned;" and are fully responsive to the reported problems. Provide a copy of the completed case file to the QAR upon

issuance of the final reply. As applicable, interim replies will address the status of the investigation, estimated date/time of the final reply, and need for delay.

n. Forward each action deficiency report case to the appropriate branch for assignment of an investigator, investigation, and preparation of a final reply. Using DLA Form 258, Communications Control Record, or the most expeditious message, electronic facsimile, or E-Mail format, provide the CAO control number, suspense date, and any other helpful information desired. Verify that each action deficiency report is promptly assigned to a qualified investigator and obtain the investigator's name.

o. Enter all action and information deficiency reports received by the QA Division into the QA-PQDR system. The only exceptions are GIDEP ALERTS, misrouted reports, and those SF 361 reports forwarded to transportation and packaging divisions for resolution. Each report, regardless of the number, will be controlled separately. Replies may be provided on each report individually or on the group as a whole, depending on the circumstances. When one reply is furnished for the group, the reply will identify and be responsive to each deficiency report.

p. Refer a deficiency report case to the ACO for information or necessary assistance. Examples of this (not all inclusive) are when:

(1) It is established that the deficiency resulted from contractual requirements that are ambiguous, dubious, or otherwise questionable.

(2) The contractor refuses responsibility for, or will not cooperate in, the investigation of the deficiency; or where there is a possibility for payment or recoupment of monies to/from the contractor. When contractors refuse to conduct an investigation, a CAO investigation will still be conducted and a reply provided. Investigation should include review of QAR and contractor's inspection/test records and, if production parts are available, examination of that product for similar deficiency.

(3) Contractual warranty provisions apply. When a conflict exists, contract warranty provisions take precedence over the requirements of this regulation.

(4) There is a potential for the cause of the reported deficiency to have impact on the quality of items currently in production under contract(s) containing progress payment provisions.

q. Assure requests and disposal of exhibits are in accordance with DLAR 4155.24, enclosure 2, paragraph IIG, Exhibit Disposition (After Completion of the Investigation).

r. Assure a copy of the exhibit receipt document or receipt notice is sent from the investigator to the property administrator and the action point, upon receipt from the investigator.

s. Assure a copy of the exhibit disposition document is provided the property administrator, upon receipt from the investigator.

t. Assure a copy of the final reply is provided the transportation and packaging element, when an investigation of a packaging, packing, marking, and handling deficiency reveals that the deficiency was attributable to the nonconformance to contract requirements. When an investigation reveals that the reported deficiency was attributable to other than a nonconformance to contract requirements (e.g., damage in transit), the deficiency case will be referred to the transportation and packaging element for action and resolution using DLA Form 258 format.

u. Except for disposition instructions for exhibits, assure all

required actions, including those in supplemental instructions, have been accomplished prior to closing out a deficiency report case.

v. Assure monthly deficiency report data analyses are available for use by management. Include contractors with highest number of PQDRs, section and branches involved, reasons for PQDRs, trends, and any information requiring management attention.

9. Deficiency Report Investigators may be either the QAR or Operations Support Branch personnel. They will:

a. Investigate information deficiency reports, as directed by the Division DRPM, and record results on the reverse side of the deficiency report. When required, forward the investigation results to the Division DRPM with a copy to the QAR if the QAR is not the investigator.

b. Investigate action reports to determine the cause of the reported deficiency and determine that the contractor has taken the necessary action to correct the cause to prevent the same deficiency from occurring in the future. Assure the contractor has been furnished a copy of the report and has been requested to investigate and respond as determined appropriate. The objective of the investigation is to determine root causes of the deficiencies. In those instances where other items or products are processed through the operation or process which caused the deficiency, ascertain if those products are also deficient and require necessary corrective action to be taken. In addition to obtaining correction of the cause, it is necessary to determine why the deficiency was not detected, and to determine that the contractor has effected changes, as required, to assure that the same deficiency would be detected in the future. Also, indicate what changes or adjustments will be made in the Government quality program or special actions taken, to verify adequacy of the contractor's corrective action. Participation with the contractor in the investigation is necessary when an exhibit is to be tested, disassembled, and analyzed. An independent conclusion and position on each deficiency report must be developed by the deficiency report investigator with the help of the QAR, staff technical specialists, or engineers as required. When this position differs from the position of the contractor and resolution cannot be obtained, the case will be referred to the QA Division for resolution.

c. Request assistance, as appropriate, from the QAR, packaging and transportation specialists, and staff engineering/technical specialists in the investigation of deficiency reports. Utilize engineering/technical assistance in all instances per subparagraph 6, above.

d. Refer the matter through channels to the ACO, Contract Management Division, for information and necessary assistance, when any of the conditions cited in subparagraph 8p above apply.

e. Consider exhibits to be Government property. When received by a contractor to support an investigation, the contractor is accountable. Investigators shall, in conjunction with the contractor, notify the DRPM:

(1) By telephone when the exhibit is received. Followup by forwarding the receipt document or, when the document is not available, a memo of exhibit receipt.

(2) In the final reply, indicate exhibit status, contractor's position on repair, replacement, etc., and need of exhibit disposition instructions. Attach a copy of instructions, if received.

(3) When exhibit is shipped, provide shipping documents.

f. Conduct an investigation, to the extent feasible, while awaiting

Encl 1  
APP A  
DLAR 4155.24

#### PROCESSING DEFICIENCY INVESTIGATION REPORTS

General. The reports covered by the provisions of this appendix are listed in DLAR 4155.24, paragraph ID. This enclosure clarifies and provides additional guidance on the method by which each report is to be processed taking into consideration the requirements of the pertinent regulatory documents. Investigation findings on information reports may be of benefit for product improvement purposes, identification of processes or procedures which may not be producing the desired results, prevention of related deficiencies in the same or similar products, discussion in postaward conferences, and prevention of deficiencies in future or follow-on contracts.

#### SF 364 - REPORT OF DISCREPANCY (ROD)

Use. This is a multi-use form for reporting of item and packaging, packing, and dated marking discrepancies including report of overages, shortages, missing documentation, wrong item, packing, marking, and similar deficiencies on shipments received from contractors (see DLAR 4140.55). Because of overlap of reporting requirements with other forms, the SF 364 could also be used to report conditions which affect the serviceability or usability of the item. This form is also used to report product quality deficiencies in FMS shipments (see DLAR 4140.60).

Processing by DCMC. SF 364 reports will normally be received by the CAO that administers the contract as information reports unless action is specifically indicated on the report or cover letter. Upon receipt of an information copy, the report will be entered into the system as an information report and investigated on as directed by the DRPM, based on dollar value/recurrence of similar problems, contractor's quality history, etc., all of which should be considered in determining the extent of an investigation. The investigation findings and corrective action taken will be recorded, as applicable. The office that forwarded the report may request investigation and assistance of DCMC to resolve the deficiency. In this event, the report will be entered as an action report, and the requested investigative assistance provided. On shipments of industrial plant equipment, DGSC (formerly DIPEC) is the action office and one copy of the report is sent to the administering office. These reports will be processed as above. Requests for support from International Logistics Control Offices (ILCOs) on FMS shipments will be entered as action reports, investigated, and replies furnished.

#### SF 368 - PRODUCT QUALITY DEFICIENCY REPORT

Use. To report deficiencies and unsatisfactory conditions in Government-owned products, materiel, and equipment (see DLAR 4155.24).

Distribution. The completed form is forwarded to the designated office (action point) within the procuring Service or agency having responsibility for management or procurement of the item and for resolution of the deficiency.



Processing by DCMC. The action points listed in enclosure 3 of this appendix, or enclosure 4 of DLAR 4155.24, or other support points, may submit a PQDR to the office that administered the contract (support point) to investigate and resolve the #=2 deficiency. The PQDR will be entered into the system as an action report. Upon accomplishing the investigative action, provide a final reply to the action point on DLA Form 1227, or by message using DLA Form 1227 format. SFs 368 forwarded to DCMC for information will be entered into the system as information reports. When reports are identified as information reports, evaluate the reported condition and circumstances and determine the extent of investigation by DCMC warranted. Investigation decisions, findings, and action taken will be recorded and copies provided the QA Division and the QAR. Copies of information reports are to be provided the contractor for whatever action the contractor deems necessary.

SF 380 - REPORTING AND PROCESSING MEDICAL MATERIAL COMPLAINTS/QUALITY  
IMPROVEMENT REPORTS

Use. To report unsatisfactory conditions in medical materiel and equipment (see DLAR 4155.28).

Distribution. The report is forwarded to the Defense Personnel Support Center (DPSC-RQC).

Processing by DCMC. DPSC is the action office and may request assistance of DCMC to resolve the deficiency if the contract was administered by DCMC. The request for assistance from DPSC will be entered into the system as an action report and investigated accordingly. Upon accomplishing the action requested, provide a reply to DPSC on DLA Form 1227 or message system. When the report is provided for information, it is to be processed in accordance with SF 368 instructions on information deficiency reports.

DD Form 1608 - UNSATISFACTORY MATERIAL REPORT (SUBSISTENCE)

Use. To report unsatisfactory conditions in subsistence items (see DLAR 4155.3).

Distribution. The report is prepared and forwarded through the Military Services screening activity to DPSC-HQS(CDCFP).

Processing by DCMC. DPSC is the action office and may request assistance of DCMC to resolve the deficiency if the contract was administered by DCMC. The request for assistance will be entered into the system as an action report and investigated accordingly. Upon accomplishing the action requested, provide a reply to DPSC on DLA Form 1227 or message system. When the report is provided for information, it is to be processed in accordance with SF 368 instructions on information deficiency reports.

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DLAR 4155.24

#### REPORTING DEFICIENCIES IN GOVERNMENT PROPERTY (GFE/GFM)

1. The SF 368 should be used by the contractor to report deficiencies in GFE/GFM received by the contractor as part of the contract. In the event the contractor cannot/will not complete this form, the QAR shall prepare it. Any contractually prescribed form or other supporting document that has value in making disposition, corrective action, or corrective action investigation decisions shall be included with the SF 368.
2. The QAR shall verify and annotate concurrence with the contractor's findings in block 22 and forward within 5 days to the appropriate DCMAO/DPRO DRPM, who will assure that a copy of the SF 368 is sent: to the Procuring Contracting Officer (PCO) (through the ACO) to obtain disposition instructions on defective Government property; and to the appropriate action point (see enclosure 3) or other required facilities such as item manager, repair activities, engineering agent, etc., to obtain corrective action. The DRPM will follow up on reports submitted as action to assure a corrective action response is received.
3. When the discrepancy is related to shipping (item), packaging, or parcel post, the requirements specified above are applicable except that the discrepancy will be reported on an SF 364. Guidance for the preparation of this form is available in DLAH 4145.7, When and How to Prepare Standard Form (SF) 364, Report of Discrepancy (ROD), for Packaging Discrepancies, and administration and distribution requirements should be as specified in DLAR 4140.55. When the discrepancy is related to transportation, i.e., damage in transit, pilferage, etc., then the QAR should alert the cognizant Government transportation officer.

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ACTION POINTS FOR QUALITY DEFICIENCY REPORTS (SF 368)

THE FOLLOWING LIST IS IN ADDITION TO THOSE LISTED IN DLAR 4155.24, ENCL 4

Note: These represent points that, in the past, have officially forwarded SFs 368 or messages across participating component lines to DCMC for support actions. Although these were accurate at the time of preparation, they may change, due to base closures, realignments, reorganizations, etc. It is recommended that any address be verified prior to forwarding any correspondence.

Navy

NAVSEALOGCEN MECHANICSBURG PA//CODE 44//	COMMANDING OFFICER, NAVAL SEA SYSTEMS COMMAND, NAVAL SEA LOGISTICS CENTER ATTN: CODE 44 5440 CARLISLE PIKE P.O. BOX 2060 MECHANICSBURG, PA 17055-0795 (717) 790-7444/AV 430-7444 DODAAC: N65538
NAVAVNDEPOT ALAMEDA CA	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 ALAMEDA, CA 94501-5201 DODAAC: N65885
NAVAVNDEPOT CHERRY POINT NC	NAVAL AVIATION DEPOT, MARINE CORPS AIR STATION ATTN: 412 CHERRY POINT, NC 28533-5030 DODAAC: N65923
NAVAVNDEPOT JACKSONVILLE FL	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 JACKSONVILLE, FL 32212-0016 DODAAC: N65886
NAVAVNDEPOT SAN DIEGO CA	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 SAN DIEGO, CA 92135-5112 DODAAC: N65888
NAVAVNDEPOT NORFOLK VA	NAVAL AVIATION DEPOT ATTN: 412 NORFOLK, VA 23511-5899 DODAAC: N65887
NAVAVNDEPOT PENSACOLA FL	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 BLDG 604 PENSACOLA, FL 32508-5300 DODAAC: N65889

Encl 3  
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NAVWPNSUPCEN CRANE IN

NAVAL WEAPONS SUPPORT CENTER ATTN:  
QUALITY (QM) CRANE, IN 47522-5000  
DODAAC: N00164

NAVAIRDEVCCEN WARMINISTER PA

NAVAL AIR DEVELOPMENT CENTER ATTN:  
QUALITY (QM) WARMINISTER, PA  
18974-5000 DODAAC: N62269

NAVAIRENGCEN LAKEHURST NJ

NAVAL AIR ENGINEERING CENTER NAVAL  
AIR STATION ATTN: QA-99  
LAKEHURST, NJ 08733-5000 DODAAC:  
N68335

NAVAVIONICEN INDIANAPOLIS IN

NAVAL AVIONICS CENTER ATTN: 410  
21ST AND ARLINGTON AVENUE  
INDIANAPOLIS, IN 46218-2189  
DODAAC: N00163

PACMISTESTCEN POINT MUGU CA

PACIFIC MISSILE TEST CENTER ATTN:  
2213 POINT MUGU, CA 93042-5000  
DODAAC: N63126

NAVORDSTA INDIAN HEAD MD

NAVAL ORDNANCE STATION ATTN:  
QUALITY (QM) INDIAN HEAD, MD  
20640-5000 DODAAC: N00174

NAVORDSTA INDIAN HEAD DET MCALESTER OK

NAVAL ORDNANCE STATION, INDIAN  
HEAD DETACHMENT, ARMY AMMUNITION  
DEPOT MCALESTER, OK 74501-5190  
DODAAC: N42354

NAVMINWARENGACT YORKTOWN VA

OFFICER IN CHARGE, NAVAL MINE  
WARFARE ENGINEERING ACTIVITY  
YORKTOWN, VA 23691-5976 DODAAC:  
N0708A & pages

NAVORDSTA LOUISVILLE KY

COMMANDING OFFICER, NAVAL ORDNANCE  
STATION LOUISVILLE, KY  
40214-5001 DODAAC: N00197

NAVPRO GREAT NECK NY

COMMANDING OFFICER, NAVAL PLANT  
REPRESENTATIVE OFFICE C/O UNISYS  
CORPORATION ELECTRONICS SYSTEMS  
GREAT NECK, LI, NY 11020-7001  
DODAAC: N65227

NAVPRO LAUREL MD

COMMANDING OFFICER, NAVAL PLANT  
REPRESENTATIVE OFFICE JOHN  
HOPKINS ROAD LAUREL, MD  
20707-6090 DODAAC: N62907

NAVPRO POMONA CA

COMMANDING OFFICER, NAVAL PLANT  
REPRESENTATIVE OFFICE P. O. BOX

	2505 POMONA, CA 91769-2505 DODAAC: N62861
NAVSHIPWPNSYSENGSTA PORT HUENEME CA	COMMANDING OFFICER, NAVAL SHIP WEAPON SYSTEMS ENGINEERING STATION PORT HUENEME, CA 93043-5007 DODAAC: N63394
NAVSHIPYD CHARLESTON SC	COMMANDER, CHARLESTON NAVAL SHIPYARD NAVAL BASE CHARLESTON, SC 29408-6100 DODAAC: N00191
NAVSHIPYD LONG BEACH CA	COMMANDER, LONG BEACH NAVAL SHIPYARD LONG BEACH, CA 90822-5099 DODAAC: N60258
NAVSHIPYD MARE ISLAND CA	COMMANDER, MARE ISLAND NAVAL SHIPYARD VALLEJO, CA 94592-5000 DODAAC: N00221
NAVSHIPYD NORFOLK VA	COMMANDER, NORFOLK NAVAL SHIPYARD PORTSMOUTH, VA 23709-5000 DODAAC: N00181
NAVSHIPYD PEARL HARBOR HI	COMMANDER, PEARL HARBOR NAVAL SHIPYARD BOX 400 PEARL HARBOR, HI 96860-5350 DODAAC: N00311
NAVSHIPYD PHILADELPHIA PA	COMMANDER, PHILADELPHIA NAVAL SHIPYARD PHILADELPHIA, PA 19112-5087 DODAAC: N00151
NAVSHIPYD PORTSMOUTH NH	COMMANDER, PORTSMOUTH NAVAL SHIPYARD PORTSMOUTH, NH 03801-5000 DODAAC: N00102
NAVSHIPYD PUGET SOUND WA	COMMANDER, PUGET SOUND NAVAL SHIPYARD BREMERTON, WA 98314-5000 DODAAC: N00251
NAVSWC DET SILVER SPRING MD	OFFICER IN CHARGE, WHITE OAK LABORATORY, NAVAL SURFACE WARFARE CENTER DETACHMENT SILVER SPRING, MD 20903-5000 DODAAC: N60921
SUPSHIP LONG BEACH CA	SUPERVISOR OF SHIPBUILDING, CONVERSION AND REPAIR, USN LONG BEACH NAVAL SHIPYARD LONG BEACH, CA 90822-5093 DODAAC: N62791
SUPSHIP NEW ORLEANS LA	SUPERVISOR OF SHIPBUILDING,

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SUPSHIP NEWPORT NEWS VA

CONVERSION AND REPAIR, USN NEW  
ORLEANS, LA 70142-5700 DODAAC:  
N63124

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
NEWPORT NEWS SHIPBUILDING &  
DRYDOCK COMPANY NEWPORT NEWS, VA  
23607-2787 DODAAC: N62793

SUPSHIP PASCAGOULA MS

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
PASCAGOULA, MS 39567-2210 DODAAC:  
N62795

NUSC NEWPORT RI

COMMANDING OFFICER, NAVAL  
UNDERWATER SYSTEMS CENTER  
NEWPORT, RI 02841-5047 DODAAC:  
1166604

SUPSHIP BATH ME

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN 574  
WASHINGTON STREET BATH, ME  
04530-0998 DODAAC: N62786

SUPSHIP BOSTON MA

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
BUILDING 114, SECTION "D" 495  
SUMMER STREET BOSTON, MA  
02210-2181 DODAAC: N62665

SUPSHIP BROOKLYN NY

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
FLUSHING AND WASHINGTON AVENUES  
BROOKLYN, NY 11251-9000 DODAAC:  
N62794

SUPSHIP CHARLESTON SC

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN NAVAL  
BASE CHARLESTON, SC 29408-7000  
DODAAC: N62673

SUPSHIP GROTON CT

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
GROTON, CT 06340-4990 DODAAC:  
N62789

SUPSHIP JACKSONVILLE FL

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
DRAWER T MAYPORT NAVAL STATION  
JACKSONVILLE, FL 32228-0020  
DODAAC: N62670

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ACTION POINTS FOR QUALITY DEFICIENCY REPORTS (SF 368)

THE FOLLOWING LIST IS IN ADDITION TO THOSE LISTED IN DLAR 4155.24, ENCL 4

Note: These represent points that, in the past, have officially forwarded SFs 368 or messages across participating component lines to DCMC for support actions. Although these were accurate at the time of preparation, they may change, due to base closures, realignments, reorganizations, etc. It is recommended that any address be verified prior to forwarding any correspondence.

Navy

NAVSEALOGCEN MECHANICSBURG PA//CODE 44//	COMMANDING OFFICER, NAVAL SEA SYSTEMS COMMAND, NAVAL SEA LOGISTICS CENTER ATTN: CODE 44 5440 CARLISLE PIKE P.O. BOX 2060 MECHANICSBURG, PA 17055-0795 (717) 790-7444/AV 430-7444 DODAAC: N65538
NAVAVNDEPOT ALAMEDA CA	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 ALAMEDA, CA 94501-5201 DODAAC: N65885
NAVAVNDEPOT CHERRY POINT NC	NAVAL AVIATION DEPOT, MARINE CORPS AIR STATION ATTN: 412 CHERRY POINT, NC 28533-5030 DODAAC: N65923
NAVAVNDEPOT JACKSONVILLE FL	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 JACKSONVILLE, FL 32212-0016 DODAAC: N65886
NAVAVNDEPOT SAN DIEGO CA	NAVAL AVIATION DEPOT, NAVAL AIR STATION ATTN: 412 SAN DIEGO, CA 92135-5112 DODAAC: N65888

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NAVAVNDEPOT NORFOLK VA

NAVAL AVIATION DEPOT  
ATTN: 412  
NORFOLK, VA 23511-5899  
DODAAC: N65887

NAVAVNDEPOT PENSACOLA FL

NAVAL AVIATION DEPOT, NAVAL  
AIR STATION  
ATTN: 412  
BLDG 604  
PENSACOLA, FL 32508-5300  
DODAAC: N65889

NAVWPNSUPCEN CRANE IN

NAVAL WEAPONS SUPPORT CENTER  
ATTN: QUALITY (QM)  
CRANE, IN 47522-5000  
DODAAC: N00164

NAVAIRDEVCCEN WARMINISTER PA

NAVAL AIR DEVELOPMENT CENTER  
ATTN: QUALITY (QM)  
WARMINISTER, PA 18974-5000  
DODAAC: N62269

NAVAIRENGCEN LAKEHURST NJ

NAVAL AIR ENGINEERING CENTER  
NAVAL AIR STATION  
ATTN: QA-99  
LAKEHURST, NJ 08733-5000  
DODAAC: N68335

NAVAVIONICCEN INDIANAPOLIS IN

NAVAL AVIONICS CENTER  
ATTN: 410  
21ST AND ARLINGTON AVENUE  
INDIANAPOLIS, IN 46218-2189  
DODAAC: N00163

PACMISTESTCEN POINT MUGU CA

PACIFIC MISSILE TEST CENTER  
ATTN: 2213  
POINT MUGU, CA 93042-5000  
DODAAC: N63126

NAVORDSTA INDIAN HEAD MD

NAVAL ORDNANCE STATION  
ATTN: QUALITY (QM)  
INDIAN HEAD, MD 20640-5000  
DODAAC: N00174

NAVORDSTA INDIAN HEAD DET MCALESTER OK

NAVAL ORDNANCE STATION, INDIAN  
HEAD DETACHMENT, ARMY  
AMMUNITION DEPOT  
MCALESTER, OK 74501-5190  
DODAAC: N42354

NAVMINWARENGACT YORKTOWN VA

OFFICER IN CHARGE, NAVAL MINE  
WARFARE ENGINEERING ACTIVITY  
YORKTOWN, VA 23691-5976  
DODAAC: N0708A 3pages



NAVORDSTA LOUISVILLE KY

COMMANDING OFFICER, NAVAL  
ORDNANCE STATION  
LOUISVILLE, KY 40214-5001  
DODAAC: N00197

NAVPRO GREAT NECK NY

COMMANDING OFFICER, NAVAL  
PLANT REPRESENTATIVE OFFICE  
C/O UNISYS CORPORATION  
ELECTRONICS SYSTEMS  
GREAT NECK, LI, NY 11020-7001  
DODAAC: N65227

NAVPRO LAUREL MD

COMMANDING OFFICER, NAVAL  
PLANT REPRESENTATIVE OFFICE  
JOHN HOPKINS ROAD  
LAUREL, MD 20707-6090  
DODAAC: N62907

NAVPRO POMONA CA

COMMANDING OFFICER, NAVAL  
PLANT REPRESENTATIVE OFFICE  
P. O. BOX 2505  
POMONA, CA 91769-2505  
DODAAC: N62861

NAVSHIPWPNSYSENGSTA PORT HUENEME CA

COMMANDING OFFICER, NAVAL SHIP  
WEAPON SYSTEMS ENGINEERING  
STATION  
PORT HUENEME, CA 93043-5007  
DODAAC: N63394

NAVSHIPYD CHARLESTON SC

COMMANDER, CHARLESTON NAVAL  
SHIPYARD NAVAL BASE  
CHARLESTON, SC 29408-6100  
DODAAC: N00191

NAVSHIPYD LONG BEACH CA

COMMANDER, LONG BEACH NAVAL  
SHIPYARD  
LONG BEACH, CA 90822-5099  
DODAAC: N60258

NAVSHIPYD MARE ISLAND CA

COMMANDER, MARE ISLAND NAVAL  
SHIPYARD  
VALLEJO, CA 94592-5000  
DODAAC: N00221

NAVSHIPYD NORFOLK VA

COMMANDER, NORFOLK NAVAL  
SHIPYARD  
PORTSMOUTH, VA 23709-5000  
DODAAC: N00181

NAVSHIPYD PEARL HARBOR HI

COMMANDER, PEARL HARBOR NAVAL  
SHIPYARD

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APP A  
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	BOX 400 PEARL HARBOR, HI 96860-5350 DODAAC: N00311
NAVSHIPYD PHILADELPHIA PA	COMMANDER, PHILADELPHIA NAVAL SHIPYARD PHILADELPHIA, PA 19112-5087 DODAAC: N00151
NAVSHIPYD PORTSMOUTH NH	COMMANDER, PORTSMOUTH NAVAL SHIPYARD PORTSMOUTH, NH 03801-5000 DODAAC: N00102
NAVSHIPYD PUGET SOUND WA	COMMANDER, PUGET SOUND NAVAL SHIPYARD BREMERTON, WA 98314-5000 DODAAC: N00251
NAVSWC DET SILVER SPRING MD	OFFICER IN CHARGE, WHITE OAK LABORATORY, NAVAL SURFACE WARFARE CENTER DETACHMENT SILVER SPRING, MD 20903-5000 DODAAC: N60921
SUPSHIP LONG BEACH CA	SUPERVISOR OF SHIPBUILDING, CONVERSION AND REPAIR, USN LONG BEACH NAVAL SHIPYARD LONG BEACH, CA 90822-5093 DODAAC: N62791
SUPSHIP NEW ORLEANS LA	SUPERVISOR OF SHIPBUILDING, CONVERSION AND REPAIR, USN NEW ORLEANS, LA 70142-5700 DODAAC: N63124
SUPSHIP NEWPORT NEWS VA	SUPERVISOR OF SHIPBUILDING, CONVERSION AND REPAIR, USN NEWPORT NEWS SHIPBUILDING & DRYDOCK COMPANY NEWPORT NEWS, VA 23607-2787 DODAAC: N62793
SUPSHIP PASCAGOULA MS	SUPERVISOR OF SHIPBUILDING, CONVERSION AND REPAIR, USN PASCAGOULA, MS 39567-2210 DODAAC: N62795
NUSC NEWPORT RI	COMMANDING OFFICER, NAVAL UNDERWATER SYSTEMS CENTER NEWPORT, RI 02841-5047 DODAAC: 1166604
SUPSHIP BATH ME	SUPERVISOR OF SHIPBUILDING,

SUPSHIP BOSTON MA

CONVERSION AND REPAIR, USN  
574 WASHINGTON STREET  
BATH, ME 04530-0998  
DODAAC: N62786

SUPSHIP BROOKLYN NY

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
BUILDING 114, SECTION "D"  
495 SUMMER STREET  
BOSTON, MA 02210-2181  
DODAAC: N62665

SUPSHIP CHARLESTON SC

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
FLUSHING AND WASHINGTON  
AVENUES  
BROOKLYN, NY 11251-9000  
DODAAC: N62794

SUPSHIP GROTON CT

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
NAVAL BASE  
CHARLESTON, SC 29408-7000  
DODAAC: N62673

SUPSHIP JACKSONVILLE FL

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
GROTON, CT 06340-4990  
DODAAC: N62789

SUPSHIP STURGEON BAY WI

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
DRAWER T  
MAYPORT NAVAL STATION  
JACKSONVILLE, FL 32228-0020  
DODAAC: N62670

WPNSTA CHARLESTON SC

SUPERVISOR OF SHIPBUILDING,  
CONVERSION AND REPAIR, USN  
P. O. BOX 26  
STURGEON BAY, WI 54235-0026  
DODAAC: N62990

WPNSTA CONCORD CA

COMMANDING OFFICER, NAVAL  
WEAPONS STATION  
CHARLESTON, SC 29408-7000  
DODAAC: N00193

WPNSTA COLTS NECK NJ

COMMANDING OFFICER, NAVAL  
WEAPONS STATION  
CONCORD, CA 94520-5000  
DODAAC: N60036

COMMANDING OFFICER, NAVAL

Encl 3  
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WPNSTA SEAL BEACH CA

WEAPONS STATION  
COLTS NECK, NJ 07722-5000  
DODAAC: N60478  
COMMANDING OFFICER, NAVAL  
WEAPONS STATION  
SEAL BEACH, CA 90740-5000  
DODAAC: N60701

WPNSTA YORKTOWN VA

COMMANDING OFFICER, NAVAL  
WEAPONS STATION  
YORKTOWN, VA 23691-5000  
DODAAC: N00109

NAVSEADETSUBMEPP PORTSMOUTH NH

OFFICER IN CHARGE, NAVAL SEA  
SYSTEMS COMMAND DETACHMENT  
(SUBMEPP)  
PORTSMOUTH NAVAL SHIPYARD  
PORTSMOUTH, NH 03801-2082  
DODAAC: N45404

SPCC MECHANICSBURG PA

COMMANDING OFFICER, NAVY SHIPS  
PARTS CONTROL CENTER  
MECHANICSBURG, PA 17055-0788  
DODAAC: N00104

ASO PHILADELPHIA PA

COMMANDING OFFICER, NAVY  
AVIATION SUPPLY OFFICE  
700 ROBBINS AVENUE  
PHILADELPHIA, PA 19111-5098  
DODAAC: N00383

NAVSEACOMBATSYSENGSTA NORFOLK VA

COMMANDING OFFICER, NAVAL SEA  
COMBAT SYSTEMS ENGINEERING  
STATION  
NAVAL STATION  
NORFOLK, VA 23511-5698  
DODAAC: N64281

NAVSSSES PHILADELPHIA PA

COMMANDING OFFICER, NAVAL SHIP  
SYSTEMS  
ENGINEERING STATION  
PHILADELPHIA, PA 19112-5083  
DODAAC: N65540

NAVPRO MINNEAPOLIS MN

COMMANDING OFFICER, NAVAL  
PLANT REPRESENTATIVE OFFICE  
4800 EAST RIVER ROAD  
MINNEAPOLIS, MN 55421-1402  
DODAAC: N68679

Army

COMMANDER, US ARMY ARMAMENT  
MUNITIONS AND CHEMICAL COMMAND

ATTN: AMSMC-QA\_\_\_\_ - \_\_\_\_  
ROCK ISLAND, IL 62199-6000  
(309) 782-7580/AV 793-7580  
DODAAC: W52H1C  
FAX: AV 793-6328  
EMAIL: qadx1@ria-emh1.army.mil

COMMANDER, US ARMY MUNITIONS AND  
CHEMICAL COMMAND

ATTN: AMSMC-QA\_\_\_\_ - \_\_\_\_  
PICATINNY, NJ 07801-5000  
(201) 724-4756/AV 880-4756  
FAX: AV 880-2924

COMMANDER, US ARMY ARMAMENT  
MUNITIONS AND CHEMICAL COMMAND

ATTN: AMSMC-QA\_\_\_\_ - \_\_\_\_  
ABERDEEN PROVING GROUND, MD 21010-5423  
(301) 671-4450/AV 584-4450

COMMANDER, ROCK ISLAND ARSENAL

ATTN: SMCRI-QA  
ROCK ISLAND, IL 62199-5000  
(309) 782-7507/AV 782-7507

COMMANDER, WATERVLIET ARSENAL

ATTN: SMCWV-QAE  
WATERVLIET, NY 12189-4050  
(518) 266-4238/AV 974-4238

COMMANDER, HARRY DIAMOND LABORATORIES

ATTN: SLCHD-TS-SQ\_\_\_\_  
ADELPHI, MD 20783-1197  
(202) 394-2526/AV 290-2526

COMMANDER, CECOM CENTER FOR NIGHT  
VISION & ELECTRO-OPTICS

ATTN: AMSEL-PA\_\_\_\_  
FT. BELVOIR, VA 22060-5677  
(703) 664-6895/AV 354-6895

# INSTRUCTIONS FOR UPDATING AUTOMATED DATA SYSTEMS

General. The procedures set forth in this enclosure are applicable to DCMC Districts that have implemented the 1983 QA-MDR portion of the Mechanized Contract Administration Services (MOCAS) System. The DLA Form 1054a, Materiel Deficiency Report Transcript Sheet, was designed to permit the transcription of deficiency report data from a source document into screen format to facilitate its entry into the QA-MDR mechanized system. Use of the DLA Form 1054a is optional and is not required to be retained as a permanent record of transactions. Procedures for entering data into the system, retrieving reports, and affecting on-line inquiries are set forth in DLAM 4745.22, vol V, part 1, Mechanized Contract Administration Services (MOCAS) System Data Base Specifications.

The following information is used to record the receipt of deficiency reports and to enter the reports into the system using DLA Form 1054a:

- a. Format Identifier Code: No entry required.
- b. Transaction Code: No entry required.
- c. CAO-ORG CD: Enter the two position alphanumeric code provided by the Financial Management Division at each DCMR to identify the CAO having complete or partial administration responsibilities for the deficiency report.
- d. CAGE: Enter the five digit code from the list of Contractor and Government Identity Codes that represents the contractor that is responsible for manufacturing, shipping, or overhauling the material that is the subject of the deficiency report.
- e. PINN/SPINN: Enter the 13 position contract number (PIIN), if available. Enter also the SPINN which identifies the applicable amendment, modification, call, or order. If the PINN is available, enter first. If PINN and SPINN are available, enter both. If SPINN will not fit in this space, enter it in a "Comment" line. If no PINN is available, leave blank.
- f. NSN: Enter the National Stock Number. The first 13 positions must be filled and left justified.
- g. WPN SYS CD: Enter the five position code or designator from DLAM 4745.22, vol VI, part 14 table TB0166, that identifies the weapon system on which the discrepant materiel is used. If filled, the first two positions must be 10 through 99, position three must be alpha and dispositions four and five must be 00 through 99. If the weapon system is unknown, leave blank.

h. END ITEM USAGE: Enter in eight positions the noun, noun abbreviation, or alphanumeric designator that identifies the major end item on which the discrepant materiel is used. Examples are: T-56 ENG, ARC 156, or EJCTSEAT. If WPN SYS CD is entered leave END ITEM USG blank.

i. RPT CTL NO: Enter the locally assigned report control number consisting of the DODAAC of the CAO entering the deficiency report, the last two digits of the calendar year in which the deficiency report is received, and a four position serial number beginning with 0001 each year. Enter the originator's report control number as the first remark in comment 1.

j. NOMENCLATURE: Enter the name of the discrepant items as shown on the deficiency report.

k. PRI CD: Enter the appropriate priority code as listed in subparagraph aj below.

l. SPNS DT: The suspense date for the closeout of the deficiency report will be established in accordance with instructions stated elsewhere in this appendix. The first two positions must be 00-99 for the year, the third and fourth positions must be 01-12 for the month, and the fifth and sixth positions must be 01-31 for the day. Once established, this date may be revised as necessary.

m. SENT TO: Enter the code of either the branch or the person within the CAO to which the deficiency report is sent for investigation.

n. DT RCVD: Enter the date that the report was received at the CAO. The date format is the same as SPNS DT.

o. ACTN CD: Enter the code from subparagraph aj that describes the current action being taken on the deficiency report.

p. DT COMP: Enter the date that the final report (message reply or DLA Form 1227) is sent from the CAO to the action point. The date format is the same as described under SPNS DT. Note that it is possible to input a completion date even though the exhibit has not been shipped. When a reopened deficiency report (action code "R") is again closed, the latest completion date will be entered.

q. DFCT CD: Enter the appropriate defect code from the list (subparagraph aj below). As the investigation progresses and the deficiency report is resolved, the defect code can be changed to a more appropriate code.

r. SVC CD: Enter the appropriate code from the list (subparagraph aj below) that represents the Service or Agency which initiated the deficiency report.

s. GFM CD: Enter Y (yes) if the discrepant materiel is Government-owned materiel that has been furnished to a contractor for some purpose. The Y code should be used only on deficiency reports that are initiated by or on behalf of a contractor. Otherwise, this item should be

coded N (no). The fact that an item is being sent to a contractor as a deficiency report exhibit does not make it GFM.

t. QTY RCVD: Enter the total quantity of materiel, including the discrepant materiel, that is reported as received by the deficiency report initiator.

u. INSP: Enter the total quantity of materiel, including the discrepant materiel, that the deficiency report initiator reports was inspected.

v. IN STK: Enter the total quantity of materiel received by the initiator that the deficiency report shows remaining in stock.

w. ITM UND WARNTY: Enter Y (yes) if the discrepant item is covered by a current, expressed warranty. Enter N (no) if the item is not covered by a current, expressed warranty. Enter U (unknown) if the warranty status of the item is not known.

x. XHIB ACTN CD: Enter the appropriate code that describes the most recent action taken with respect to an exhibit. See the list in subparagraph aj below.

y. XHIB ACTN DT: Enter the date of the action taken that is indicated by the exhibit action code. If data are entered in XHIB ACTN CD, then date must be entered, otherwise leave blank. If filled, the first two positions must be numeric (00-99) for the year, the second two positions must be numeric for the month (01-12), and the third two positions must be numeric (01-31) for the day.

z. XBT REQ DT: Enter the date exhibit(s) were requested.

aa. XBT RCVD DT: Enter the date the exhibit(s) were received.

ab. ACTN PT: Enter the DODAAC of the Service/Agency action point from which the deficiency report was received.

ac. CMNT 1-5: Except for the entries specified earlier in this enclosure, these data elements are for local use. They may be used to enter any remarks that pertain to the deficiency report. Comments may be changed or removed only by the CAO.

ad. CONTR/ORG ENTY: These data are system generated. No input is required.

ae. QA ORG CD: These data are system generated. No input is required.

af. CMDTY CD: Enter the code of the commodity category which includes the discrepant materiel. Although a commodity code will be system generated, it may be changed where necessary to a more appropriate code.

ag. TYPE FACILITY: These data elements are system generated. No



entry is required.

ah. QA PVN CD: These data elements are system generated. No entry is required.

ai. DAYS TO CLOSE: System generated. No entry will be accepted.

aj. LIST OF CODES:

#### DEFECT CODES

Codes A through M indicate a determinate condition, whereas Codes Q through W indicate an indeterminate condition. Examples in parentheses are not all inclusive.

- A = Package (preservation, packaging, packing, and marking).
- B = Dimensional (not within print or specification requirements).
- C = Process (substandard painting, plating, welding, heat treatment, etc.).
- D = Testing (incorrect, inadequate, or omitted).
- E = Defective Component (use only when an assembly was inoperative or erratic due to faulty relay, diode, or tube).
- F = Wrong Item or Quantity (wrong item shipped; correct item overshipped/ undershipped).
- G = Documentation (missing or illegible software).
- H = Item Marking (marking of item incorrect, illegible, or missing).
- J = Defective Material (laminations, porosity, physical/chemical not within specification, or unauthorized substitution).
- K = Missing Hardware (omitted in assembly or kits).
- L = Lubrication (inadequate, insufficient, or missing).
- M = Workmanship (loose connection, poor soldering, cut insulation, adjustments incorrect, improper assembly).
- Q = Damaged (cracked, broken, or bent from handling either apparent or not readily apparent).
- R = Field Misapplication (improper use or incorrectly installed).
- S = Storage Deterioration (inadequate storage or shelf life exceeded).
- T = Contract/Design Questioned (contract provisions or engineering design is inadequate to meet users needs, repetitive failures of same component).
- U = Deficiency Not Verified (evaluation of exhibit reveals no defect).
- V = Investigation Inconclusive (exhibit not received).
- W = Normal Wear and Tear (expected wear in the course of use, normal depreciation or item met, or exceeded life expectancy).
- X = Contractor refuses to investigate.
- Y = Unable to investigate due to age of the contract.

#### SERVICE CODES

- A = Army
- N = Navy
- F = Air Force
- D = DLA

X = Other

PRIORITY CODES

CODE	EXPLANATION
3	Category I
4	Category II
5	Information

ACTION CODES

CODE	EXPLANATION
A	Under Investigation
B	Delayed by Contractor
E	Interim Reply Sent
F	Completion
G	Investigation Delayed by Government
Q	Inquiry
R	Reopened
S	Transferred to Another CAO for Action
Z	Completion of Reopened

EXHIBIT ACTION CODE

CODE	EXPLANATION
A	Exhibit Requested
B	Exhibit Received
C	Disposition Instructions Requested
D	Disposition Instructions Received
E	Exhibit Disposed of

SUMMARY CODE. This fulfills the requirement of the eight-digit summary code identified by DLAR 4155.24. An additional, ninth, digit has been reserved for DLA use. The following codes will be entered in comment line 5 on each closed PQDR, pending the development of software changes which will allow for:

DEFICIENCY RESPONSIBILITY CODE: These codes are used primarily to determine who (contractor or Government) was responsible/liable for the reported or any other deficiency found during the investigation. They are the measurements used to evaluate contractor's/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.

SEVERITY OF DEFECT: This code identifies the severity of the defect, as defined by the Federal Acquisition Regulation and MIL-STD-109.

BROAD/DETAILED CAUSE CODE: These codes are used to better define what the root cause of the problem was. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. Upon further investigation, it was determined that the fluid itself was

contaminated during its manufacture causing the distortion to the seal.  
The root cause was defective fluid.

**CORRECTIVE ACTION CODE:** This code identifies the action taken to correct the root cause of the reported or discernible discrepancy/deficiency and to prevent recurrence.

**MATERIEL DISPOSITION CODE:** These codes describe the disposition of the deficient materiel. The disposition codes will be used to start the process of exhibit management.

**QAR ACTION CODE:** These codes describe the action that the QAR has taken.

**CODE STRUCTURE.** The code will be a nine character code divided into seven segments as indicated in the paragraphs above. The characters, code words, and their meanings will be as follows:

**SEGMENT 1 - RESPONSIBILITY - 1st Position**

- A = PRIVATE CONTRACTOR - The defect occurred at a contractor-operated facility and was determined to be a contractor's error.
- B = PROCUREMENT AGENCY - The defect was the result of a faulty procurement package.
- C = GOVERNMENT CONTRACTOR (MFR) - The defect was determined to be a manufacturing error and occurred at a Government-operated manufacturing facility.
- D = DESIGN AGENCY - The defect was due to a faulty Technical Data Package (TDP).
- E = GOVERNMENT OVERHAUL FACILITY - The defect occurred at a Governmentoperated overhaul facility - not including field maintenance.
- F = USING ACTIVITY - The defect occurred as a result of user error.
- G = GOVERNMENT SUPPLY ACTIVITY - The defect occurred at a supply facility.
- H = UNKNOWN - Cause of the defect could not be determined.
- I = INVALID REPORT - The PQDR did not meet any of the above categories or other requirements of DLAR 4155.24 and was considered invalid.

**SEGMENT 2 - SEVERITY OF DEFECT - 2nd Position**

- 1 = Critical
- 2 = Major
- 3 = Minor
- 4 = Severity unknown
- 5 = No defect found

**SEGMENT 3 - BROAD CAUSE OF DEFECT - 3rd Position**

- C = CONTRACT ERROR - The actual contract was in error; e.g., wrong part number called out, wrong specification cited, etc.
- D = TDP/DESIGN ERROR - Contractor met requirements but TDP was

inadequate and resulted in defective materiel.

M = MAINTENANCE ERROR - Defect occurred during the repair of the item.

N = CONTRACTOR NONCOMPLIANCE - Contractor failed to meet one or more contractual requirements, resulting in defective materiel.

P = PART APPLICATION - Part Complies, but is not usable in the application.

S = SHELF-LIFE PROBLEM - The item's shelf-life was expired.

U = MISUSE OF ITEM - The user caused the defect through misuse.

X = UNDETERMINED CAUSE - Investigation did not reveal the root cause.

Z = NOT APPLICABLE

SEGMENT 4 - DETAILED CAUSE - 4th, 5th, and 6th Position

1AA = INCORRECT MATERIEL  
1AB = POOR WORKMANSHIP  
1AC = WELDING  
1AD = PROTECTIVE COATING  
1AE = IMPROPER MARKING (INCLUDING LEVEL I AND MIL-STD-130)  
1AF = IMPROPER INSTALLATION  
1AG = DIMENSIONAL NONCONFORMANCE  
1AH = MANUFACTURING PROCESS  
1AI = INADEQUATE SOLDERING  
1AJ = IMPROPER LUBRICATION  
1AK = DOCUMENTATION MISSING (I.E., SOFTWARE)  
1AL = MISSING HARDWARE  
1AM = DAMAGED (HANDLING)  
1AN = COMPONENT FAILURE.  
1AP = BRAZING  
1AQ = BONDING  
1AR = POTTING  
1AS = HEAT TREAT  
1AT = PLATING  
1AU = CHEMICAL FILM  
1AV = IMPREGNATION  
1AW = KITTING  
1AX = MACHINING (CUTTING, GRINDING, ETC.)  
1AY = CLEANING  
1AZ = CLEAN ROOM

2AA = INCORRECT TDP  
2AB = INCOMPLETE TDP  
2AC = OUTDATED TDP  
2AD = INADEQUATE TEST PROCEDURES  
2AE = INCORRECT MECHANICAL DESIGN  
2AF = INCORRECT ELECTRICAL DESIGN  
2AG = INADEQUATE CONFIGURATION CONTROL  
2AH = WORK INSTRUCTIONS  
3AA = INADEQUATE QA REQUIREMENTS  
3AB = WRONG ITEM  
3AC = PROCURED TO WRONG DRAWING REVISION  
3AD = IMPROPER MAINTENANCE PROCEDURE  
3AE = INCOMPLETE OVERHAUL

3AF = IMPROPER TORQUE  
3AG = MRB  
3AH = COMPUTER (SOFTWARE) QUALITY ASSURANCE  
3AI = AUTOMATIC TEST EQUIPMENT  
3AJ = CALIBRATION  
3AK = ELECTRONIC TESTING  
3AL = MECHANICAL TESTING  
3AM = NDT  
3AN = FINAL INSPECTION  
3AP = CHEMICAL ANALYSIS

4AA = EXPIRED SHELF-LIFE  
4AB = INAPPROPRIATE SHELF-LIFE  
4AC = IMPROPERLY EXTENDED SHELF-LIFE  
4AD = TECHNICAL MANUAL ERROR  
4AE = IMPROPER FIELD FIX  
4AF = NORMAL WEAR AND TEAR  
4AG = ESD

5AA = PURCHASING  
5AB = VENDOR CERTIFICATION  
5AC = RECEIVING INSPECTION  
5AD = CORRECTIVE ACTION  
5AE = SEGREGATION OF NONCONFORMING MATERIAL  
5AF = GFM/GFE/GFP

9ZZ = NOT APPLICABLE

SEGMENT 5 - CORRECTIVE ACTION TAKEN - 7th Position

A = PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS)  
C = INITIATE CLASS 1 ECP  
D = INITIATE CLASS 2 ECP  
E = REVISE TEST PROCEDURES  
F = REVISE SPECIFICATION/DRAWING/TECHNICAL ORDERS, PUBLICATIONS,  
MANUALS  
G = ISSUED TECHNICAL/SAFETY BULLETINS  
H = IMPROVE PACKAGING  
I = CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS  
P = POLICY CHANGE  
Z = NOT APPLICABLE

SEGMENT 6 - DISPOSITION OF DEFECTIVE MATERIEL - 8th Position

1 = TO BE REPAIRED BY CONTRACTOR (AT NO COST TO GOVERNMENT)  
2 = REPAIRED BY USING ACTIVITY - NOT CONTRACTOR REPRESENTATIVE  
3 = TO BE REPAIRED BY GOVT - DEPOT/OVERHAUL FACILITY  
4 = SCRAP  
5 = USE-AS-IS  
6 = EXHIBIT DESTROYED/NOT AVAILABLE  
7 = NOT USED  
8 = EXHIBIT REQUESTED BUT NEVER RECEIVED  
9 = UNDETERMINED  
0 = NONE OF THE ABOVE

Z = NOT APPLICABLE

SEGMENT 7 - QAR ACTION - 9th Position

A = PROCESS IMPROVEMENT - Proofing  
B = PROCESS IMPROVEMENT - Flowing  
C = PROCESS IMPROVEMENT - Measurement  
D = PROCESS IMPROVEMENT - Data collection/analysis  
E = PROCESS IMPROVEMENT - Control of nonconforming material  
F = PROCESS IMPROVEMENT - Calibration  
G = PROCESS IMPROVEMENT - Special Processes  
H = GOVERNMENT AUDITS MODIFIED  
I = CONTRACTOR IMPROVEMENT OPPORTUNITY (CIO) ISSUED  
J = CORRECTIVE ACTION REQUEST ISSUED/RESOLVED  
K = IMPROVE PRIME CONTRACTOR CONTROLS OF SUBCONTRACTORS  
L = GOVERNMENT SOURCE INSPECTION AT SUBCONTRACTOR  
Y = NO ACTION - Requested exhibit not received  
Z = NO ACTION REQUIRED